



Purchasing Office - Bureau des achats:

Informatics Professional Services Division /
Division des services professionnels en
informatique
Les Terrasses de la Chaudière
10, rue Wellington, 4ième
étage/Floor
Gatineau
Québec
K1A 0S5

CONTRACT - CONTRAT

Your proposal is accepted to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price or prices set out therefor.

Nous acceptons votre proposition de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans les présentes, et aux annexes ci-jointes, les biens, services et construction énumérés dans les présentes, et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

890081912PG0001
Accenture Inc
45 O'Connor Street
Suite 1100
Ottawa
Ontario
K1P1A4
Canada
Operating as: Accenture

Title - Sujet Digital & System Integ. Services	
Contract No. - N° du contrat B9220-210014/002/ZM	Date 2020-06-25
Client Reference No. - N° de référence du client B9220-210014	
Requisition No. - N° de la demande B9220-210014	
File No. - N° de dossier 626zm.B9220-210014	CCC No./N° CCC - FMS No./N° VME
Financial Code(s) Code(s) financier(s) 0500-0140-6762-54080-9220-9998	
GST/HST TPS/TVH <input type="checkbox"/>	
F.O.B. - F.A.B. Destination	
GST/HST - TPS/TVH See Herein - Voir ci-inclus	Duty - Droits See Herein - Voir ci-inclus
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	
Invoices - Original and two copies to be sent to: Factures - Envoyer l'original et deux copies à: Specified Herein Précisé dans les présentes	
Address Enquiries to: - Adresser toutes questions à: Holden, Carole	Buyer Id - Id de l'acheteur 626zm
Telephone No. - N° de téléphone (613) 858-9217 ()	FAX No. - N° de FAX () -
Total Estimated Cost - Coût total estimatif \$2,818,612.13	Currency Type - Devise CAD
For the Minister - Pour le Ministre Digitally signed by: Holden, Carole Date: 2020.06.25 13:03:26 -04'00'	

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CONTRACT
AGAINST A SUPPLY ARRANGEMENT FOR
TASK- BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)
(TIER 2 NCR)
FOR VARIOUS RESOURCE CATEGORIES FOR
CITIZENSHIP AND IMMIGRATION CANADA

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List of Annexes to the Resulting Contract:

Annex A Statement of Work

- Appendix A to Annex A – Tasking Assessment Procedure
- Appendix B to Annex A – Task Authorization (TA) Form
- Appendix C to Annex A – Resources Assessment Criteria and Response Table
- Appendix D to Annex A – Certifications at the TA Stage

Annex B Basis of Payment

Annex C Security Requirements Check List

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1.0 Requirement

- (a) **Accenture Inc.** (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** Under the Contract, the "**Client**" is Citizenship and Immigration Canada.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

2.0 Task Authorization

- (a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) **Allocation of Task Authorizations:** More than one contract has been awarded for this requirement. Canada reserves the right to allocate the issuance of any Task Authorizations issued under this series of contracts in accordance with Method A, Method B, or Method C described below. Canada reserves the right to modify these TA processes but will notify the Contractors in advance prior to making any changes.

METHOD A – Rotational Allocation of Task Authorization

- (i) When a Task Authorization is issued, Canada will use a rotational method to allocate the draft Task Authorizations where the rotation is based on the ranking obtained by the Contractor during the Bid Solicitation.
- (ii) Canada will send the first TA to the first ranked Contractor and the second TA to the second ranked Contractor. This rotational process will be repeated for each subsequent series of TAs issued by Canada.
- (iii) The Contractor sent a draft TA will have the time set out further below under the subparagraph entitled "Contractor's Response to Draft Task Authorization" to respond to the Contracting Authority.
- (iv) If the Contractor to whom the draft TA is first sent fails to respond on time, confirms in writing that it refuses to perform the task, or in the event that Canada determines the proposed resource(s) does not meet the minimum experience or other requirements of the category(ies) identified in the draft TA, the draft TA will then be forwarded to the next-

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ranked Contractor. The process of sending out a draft TA will continue until Canada either cancels the requirement for the task or it has been validly issued to one of the contractors. If none of the contractors can perform the task (in accordance with all the terms and conditions of this series of contracts), Canada may acquire the required Work by other means.

- (v) If the Contractor refuses a TA or fails to submit a valid response, the dollar value of the TA may be subtracted from the dollar value of the Contractor's Contract and may be re-allocated, at the Contracting Authority's sole discretion, in whole or in part, to the other contractor(s). This decrease will be evidenced for administrative purposes only through a contract amendment issued by the Contracting Authority (which does not require the agreement of the Contractor).
- (vi) Any of the contractors may advise the Technical Authority and the Contracting Authority in writing that it is unable to carry out additional tasks as a result of previous commitments under one or more TAs issued under this series of contracts, and no draft TA will be sent to that contractor until that contractor has given notice in writing to the Technical Authority and the Contracting Authority that it is again available to perform additional tasks.
- (vii) If it is found that the allocation process described at part (ii) above has resulted in the award of a disproportionate dollar value of work between the Contractors, the Contractors agree that Canada, in its sole discretion, may deviate from the allocation process and issue TAs in the manner required to re-establish a proportional allocation.

METHOD B – Competitive TA Allocation Process:

Canada may request the Contractors compete for a TA. In these cases, Canada will request a response to the TA from all of the Contractors and may select the successful Contractor(s) for award of the TA in accordance with the provisions in article (d) (ii). Details of the competition will be outlined in the TA.

METHOD C – Directed TA Allocation Process:

- (i) Where Canada intends to issue a TA for the same or similar work to all contractors, Canada will request a response to the TA from all of the contractors and may direct a TA to each; or
 - (ii) Where Canada intends to issue a TA to one or more but not all Contractors, Canada will request a response to the TA from the Contractor(s) and may direct a TA to one or more Contractors. If applicable, this will be done in only an exceptional basis and Canada will endeavour to ensure principles of fairness will apply such as to make such TAs count as a "turn" taken by the contractor in the TA rotation process described above.
- (c) **Assessment of Resources Proposed at TA Stage:** Processes for issuing, responding to and assessing Task Authorizations are further detailed in Appendices A, B, C and D of Annex A.
- (d) **Form and Content of draft Task Authorization:**
- (i) Canada will provide the Contractors with a TA containing such information and materials as Canada determines are appropriate, which may include:
 - (A) the details of the required professional services, including the activities and tasks to be performed by each party, the required deliverables and outcomes, as applicable to the TA;
 - (B) the categories of resources and the number required, if known (in other cases, Canada may ask the contractors to propose the appropriate categories of resources and the number required to achieve certain outcomes, for example);

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- (C) a description of the Work that must be delivered or outcomes that must be achieved;
- (D) a schedule indicating completion dates for the major activities or submission dates and inspection and acceptance procedures for the deliverables;
- (E) the applicable basis or bases and methods of payment for the TA or an indication that the contractors are being requested to propose the applicable basis or bases of payment;
- (F) whether the task requires on-site activities and, if so, the location(s);
- (G) the language profile of any resources required;
- (H) the level of security clearance required for any resources;
- (I) the qualifications of any Key Resources and any requirements for résumés to be submitted;

- (J) whether or not the contractors' responses with respect to the task must be based on existing prices in the Contract for all or part of the task;
- (K) which of the Work described in the Statement of Work is required under that specific TA;
- (L) any items that Canada is willing to negotiate with either all the contractors or the top-ranked contractor responding to the TA, as described in the Statement of Work, but Canada may wish to adjust what has been proposed by the Contractor;
- (M) the period within which the Contractor must respond to the TA; and
- (N) any other requirements identified by Canada.

- (ii) Canada will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Annex A. Where Canada intends to issue the TA to one or more but not all Contractors, Canada will also specify in writing the way in which it will select the successful contractor for that TA, if Canada decides to proceed to issue the TA after receiving the responses. Canada may, for example, choose to select the successful contractor based entirely on price, based on the technical solution, or based on other criteria that Canada will identify on a TA-by-TA basis. The process for development of the TA and selection of the successful contractor(s) may involve stages where input from multiple contractors are also contemplated, including in respect of the Work, the terms of the TA, allocation of risk, the financial model or such other areas as Canada determines to be appropriate. Canada may also contemplate gates or other stages where there is a refinement in the number of contractors involved in the process. TAs may include mandatory or optional Government Furnished Equipment and Services (GFEs). In the case of optional GFEs (such as existing software licenses), Canada may assess transition costs (i.e., costs to Canada associated with not continuing to use existing property) in selecting the successful contractor for the TA or include transition work in the TA (e.g., transition work might include training).

- (iii) The draft Task Authorization will contain the details of the activities to be performed, and must also contain the following information:
 - (A) the contract number;
 - (B) the task number;
 - (C) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
 - (D) the categories of resources and the number required;
 - (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
 - (F) the start and completion dates;
 - (G) any option(s) to extend initial end date (if applicable);
 - (H) milestone dates for deliverables and payments (if applicable);

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- (I) the number of person-days of effort required;
- (J) whether the work requires on-site activities and the location;
- (K) the language profile of the resources required;
- (L) the level of security clearance required of resources;
- (M) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
- (N) any other constraints that might affect the completion of the task.

(iv.) In addition to the foregoing, it is expected that TAs may include additional contractual terms related to the Work.

- (e) Canada will provide all the Contractors who respond to any given competitive TA notice of:
 - (i) the successful Contractor; and
 - (ii) Canada's decision not to issue a TA, in which case the draft TA notice will be deemed to be cancelled.

- (f) Contractor's Response to Draft Task Authorization:

The Contractor must provide to the Technical Authority, within two working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), confirmation that it accepts the request, as follows. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.

- (i) Method A Rotational Method of TA Allocation:

- (A) the total estimated cost proposed for performing the task or, as applicable, revised task;
- (B) a breakdown of that cost established in accordance with the Basis of Payment; and
- (C) for each resource proposed by the Contractor for the performance of the Work required:
 - the proposed resource in accordance with Appendix A to Annex A;
 - the resume of the proposed resource;
 - the signed Appendix D to Annex A;
 - the proposed resource's PWGSC Security Clearance File Number and date of birth.

- (ii) Method B Competitive TA Method of TA Allocation and Method C Directed TA Allocation Process:

While Canada desires the Contractor to respond to Task Authorizations for which it has the capability to respond, the Contractor is not required to respond to any individual TA. However, should Canada not receive any compliant responses to a TA, Canada may consult with all Contractors and may modify the TA, as appropriate, before reissuing it to all Contractors. Should no compliant responses to a TA be received in either case, Canada may direct the TA to any of the Contractors.

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Where requested, the Contractor should provide Canada with a response to the TA, including the proposed total estimated cost for performing the task, a breakdown of that cost and any other required information, within the period specified in the TA.

(g) Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:

To be validly issued, a TA must be signed by the Technical Authority, the Contracting Authority and the Contractor. Any TA that does not bear the appropriate signature(s) is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority.

(h) Price Support:

(i) On Canada's request and before the award of any directed Task Authorization or when only one response is received in response to a competitive TA, the Contractor must provide one or more of the following price support, as identified by Canada:

- (A) a price breakdown showing the cost of direct labor, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, level of effort, etc.; or
- (B) price or rate certifications (as identified in article h), (ii); or
- (C) any other supporting documentation as requested by Canada.

(ii) Price and Rate Certifications

The Contractor must provide one of the following if Canada requests price support in accordance with (h), (i), (B):

(A) The Contractor certifies that the price proposed:

- i. is not in excess of the lowest price charged by the Canadian Contractor to anyone else for the like quality and quantity of the goods, services or both;
- ii. does not include an element of profit on the sale in excess of that normally obtained by the Canadian Contractor on the sale of goods, services or both of like quality and quantity; and
- iii. does not include any provision for discounts to selling agents.

(B) The Contractor certifies that the rate proposed:

- i. is not in excess of the lowest rate charged by the Canadian Contractor to anyone else for the like quality and quantity of the service;
- ii. does not include an element of profit on the sale in excess of that normally obtained by the Canadian Contractor on the sale of services of like quality and quantity; and
- iii. does not include any provision for discounts to selling agents.

(i) Discretionary Audit

(i) For any directed TA or when only one response is received in response to a competitive TA, and in accordance with the price support requested by Canada and provided by the Contractor, one of the following Discretionary Audit Clauses will apply to the applicable Task Authorization.

(A) Discretionary Audit - Goods and/or Services (to be used with Price or Rate Certification (h) (ii) (A) and (B))

The Contractor's certification that the price or rate is not in excess of the lowest price or rate charged by the Canadian Contractor to anyone else, for the like quality and quantity of the goods, services or both, is subject to verification by

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government audit, at the discretion of Canada, before or after payment is made to the Contractor.

If the audit demonstrates that the certification is in error after payment is made to the Contractor, the Contractor must, at the discretion of Canada, make repayment to Canada in the amount found to be in excess of the lowest price or rate or authorize the retention by Canada of that amount by way of deduction from any sum of money that may be due or payable to the Contractor pursuant to the Contract.

If the audit demonstrates that the certification is in error before payment is made, the Contractor agrees that any pending invoice will be adjusted by Canada in accordance with the results of the audit. It is further agreed that if the Contract is still in effect at the time of the verification, the price or rate will be lowered in accordance with the results of the audit.

- or -

(B) Discretionary Audit - Goods and/or Services (to be used with Price Support (h), (i))

The estimated price breakdown/level of effort is subject to audit by Canada, before or after payment is made to the Contractor under the conditions of the Contract.

If the audit demonstrates that the actual price breakdown/level of effort is less than the estimated price breakdown/level of effort, after payment is made to the

Contractor, at the discretion of Canada, the Contractor must repay Canada the amount found to be in excess of the actual price breakdown/level of effort, or authorize the retention by Canada of that amount by way of deduction from any sum of money that may be due or payable to the Contractor pursuant to the Contract.

If the audit demonstrates that the actual price breakdown/level of effort is less than the estimated price breakdown/level of effort before payment is made, the Contractor agrees that any pending invoice will be adjusted by Canada in accordance with the results of the audit. It is further agreed that if the Contract is still in effect at the time of the verification, the price will be lowered in accordance with the results of the audit.

(j) Periodic Usage Reports:

(i) The Contractor must compile and maintain records on its provision of services to the federal government under Task Authorizations validly issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The data must be submitted on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

(ii) The quarterly periods are defined as follows:

- (A) 1st quarter: April 1 to June 30;
- (B) 2nd quarter: July 1 to September 30;
- (C) 3rd quarter: October 1 to December 31; and
- (D) 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 10 calendar days after the end of the reporting period.

(iii) Each report must contain the following information for each validly issued TA (as amended):

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- (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
 - (B) a title or a brief description of each authorized task;
 - (C) the name, Resource category and level of each resource involved in performing the TA, as applicable;
 - (D) the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;
 - (E) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
 - (F) the start and completion date for each authorized task; and
 - (G) the active status of each authorized task, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).
 - (iv) Each report must also contain the following cumulative information for all the validly issued TA's (as amended):
 - (A) the amount, exclusive of Applicable Taxes, specified in the Contract (as last amended, as applicable) as Canada's total liability to the Contractor for all validly issued TA's; and
 - (B) the total amount, exclusive of Applicable Taxes, expended to date against all validly issued TA's.
 - (k) **Refusal of Task Authorizations or Submission of a Response which is not Valid (not applicable to Method B Competitive TA Allocation Process):** The Contractor is not required to submit a response to every draft TA sent to it by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default in accordance with the General Conditions if the Contractor has either not responded or has not submitted a valid response in at least six instances when sent a draft TA each year, starting on the date the Contract is awarded. In addition, if any of the six instances relate to the provision of resources in a single resource category, the Contractor may not be sent future TAs for the provision of services in that resource category. For greater clarity, each draft TA, which is identifiable by its task number, will only count as one instance. A valid response is one that is submitted within the required time period set out under Appendix A to Annex A "Tasking Assessment Procedure" and meets all requirements of the draft TA issued, including proposing the required number of resources who each meet the minimum experience and other requirements of the categories identified in the draft TA at pricing not exceeding the rates set out in Annex B.
 - (l) **Consolidation of TA's for Administrative Purposes:** The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TA's for administrative purposes.
- 3.0 Minimum Work Guarantee**
- (a) In this clause,
 - (i) **"Maximum Contract Value"** means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and
 - (ii) **"Minimum Contract Value"** means \$20,000.00 (excluding Applicable Taxes).
 - (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the

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- Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
 - (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
 - (i) for default;
 - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
 - (iii) for convenience within ten business days of Contract award.

4.0 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

(a) **General Conditions:**

- (i) 2035 (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

With respect to Section 30 - Termination for Convenience, of General Conditions 2035, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:

- 4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
- 5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:
 - (a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Work Guarantee, or due to the Contractor as of the date of termination, or
 - (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
- 6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

apply to and form part of the Contract.

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5.0 Security Requirement

The following security requirements (SRCL Common #6 and related clauses provided by the Contract Security Program) as set out under Annex "B" to the Supply Arrangement, applies to and forms part of the Contract.

- (a) The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC)
- (b) The Contractor personnel requiring access to protected information, assets or sensitive work site(s) must EACH hold a valid Reliability Status, granted or approved by CISD/PWGSC
- (c) The Contractor must not remove any protected information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction
- (d) Subcontracts which contain security requirements are not to be awarded without the prior written permission of CISD/PWGSC
- (e) The Contractor must comply with the provisions of the:
 - (i) Security Requirements Check List and security guide (if applicable), attached at Annex C
 - (ii) Industrial Security Manual (Latest Edition)

6.0 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
 - (i) The "Initial Contract Period", which begins on the date the Contract is awarded and ends one year later; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
 - (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four additional six-month periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
 - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.0 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Carole Holden
 Public Works and Government Services Canada
 Acquisitions Branch
 Professional Services Procurement Directorate
 10 Wellington St., Gatineau, Québec
 Telephone: 613-858-9217
 E-mail address: carole.holden@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not

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perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority. **s.19(1)**

(b) Technical Authority

The Technical Authority for the Contract is:

Omar Subhani

Director General & Deputy Chief Information Officer, Digital Strategy
Immigration, Refugees and Citizenship Canada
Transformation and Digital Strategy Sector
300 Slater St. Ottawa ON, K1P 6A6
Telephone: 613-296-7788
E-mail address: Omar.Subhani@cic.gc.ca

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(c) Contractor's Representative

Telephone

E-mail address:

8.0 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental web sites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

9.0 Payment

(a) Basis of Payment

(i) For any TA issued under this Contract, Canada will pay the Contractor in accordance with one or more of the following basis of payment. Canada retains the right to select any of the following methods, or a combination thereof, but may consult the Contractor at time of issuance of the TA:

(A) TA with a Maximum Ceiling Price:

The Contractor will be paid for the Work specified in the authorized TA, in accordance with the Basis of Payment specified in the authorized TA.

While the Contractor is obligated to deliver all the Work under the authorized TA, Canada's liability to the Contractor under the authorized TA must not exceed the ceiling price specified in the authorized TA.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

(B) TA with a Firm Price:

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In consideration of the Contractor completing all of its obligations under the authorized TA and after Canada has accepted the Work, the Contractor will be paid the firm price(s) as specified in the authorized TA.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

(ii) **Travel and Living Expenses – National Joint Council Travel Directive**

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal and private vehicle expenses provided in Appendices B, C and D of the *National Joint Council Travel Directive* and with the other provisions of the directive referring to “travellers”, rather than those referring to “employees”. All travel must have the prior authorization of the Technical Authority. Travel requests will only be considered for a work location which is located more than 100 kilometers from the National Capital Region. The Contractor will be paid for actual time spent travelling at half the hourly rate. The hourly rate will be determined by dividing the firm per diem rate set out in Annex B by 7.5 hours. All payments are subject to government audit.

(iii) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

(iv) **Contractor's Firm Per Diem Rates:** The Contractor agrees that the rates set out in Annex B remain firm throughout the Contract Period, except as may be provided for in the express terms of the contract. In reference to Article 18(1) of SACC General Conditions 2035, the Contractor acknowledges that its obligation to provide services in accordance with the firm rates set out in Annex B is unaffected by the application of any existing law or any new law which may come into effect during the Contract Period.

(v) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

(b) Limitation of Expenditure – Cumulative Total of all Task Authorizations

- (i) Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the amount set out on page 1 of the Contract, less any Applicable taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included
- (ii) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

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- (iii) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - (A) when it is 75 percent committed, or
 - (B) 4 months before the contract expiry date, or
 - (C) As soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

- (iv) For any directed or competitive TA, Canada may decide to:
 - (A) increase the total funding; or
 - (B) at its sole discretion, take any other reasonable action, as required.

(c) Method of Payment for Task Authorizations For any TA issued under this Contract, Canada will pay the Contractor in accordance with one of the following methods. Canada retains the right to select any of the following methods, or a combination thereof, but may consult the Contractor at time of issuance of the TA:

- (i) **Maximum Ceiling Price – Monthly Payment:** The Contractor will be paid for the Work specified in the TA, in arrears, for actual time worked and any resulting deliverables up to a maximum ceiling price, in accordance with the all-inclusive per diem rates specified in the authorized TA. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday, exclusive of all breaks. No payments will be made for annual leave, statutory holidays or sick leave. If time worked is more or less than a day, the daily rate shall be prorated to reflect the actual time worked. If time worked is more or less than a day, the daily rate shall be prorated to reflect the actual time worked. Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice if:

- (A) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
 - (B) all such documents have been verified by Canada;
 - (C) the Work performed has been accepted by Canada.

- (ii) **Firm Price – Milestone Payment:** Canada will make milestone payments in accordance with the schedule of milestones detailed in that TA and the payment provisions in the Contract, if:

- (A) an accurate and complete invoice for milestone payment and any other documents requested by the Contracting Authority have been submitted in accordance with the invoicing instructions provided in the Contract; and
 - (B) all work associated with the milestone and any deliverable requested have been completed, delivered, and accepted by Canada.

- (iii) **Firm Price – Single Payment:** Canada will pay the Contractor upon completion and delivery of all the Work associated with the TA in accordance with payment provisions in the Contract, if:

- (A) an accurate and complete invoice and any other documents requested by the

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Contracting Authority have been submitted in accordance with the invoicing instructions provided in the Contract;

- (B) all such documents have been verified by Canada; and,
- (C) the Work delivered has been accepted by Canada.

(d) **Time Verification**

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

(e) **Payment Credits**

(i) **Failure to Provide Resource** (not applicable to Method B Competitive TA Allocation Process):

- (A) If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of 10 days.
- (B) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.
- (C) **Termination for Failure to Meet Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default in accordance with the General Conditions by giving the Contractor three months' written notice of its intent, if any of the following apply:
 - i. the total amount of credits for a given monthly billing cycle reach a level of 10% of the total billing for that month; or
 - ii. the corrective measures required of the Contractor described above are not met.

This termination will be effective when the three month notice period expires, unless Canada determines that the Contractor has implemented the corrective measures to Canada's satisfaction during those three months.

- (ii) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.
- (iii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (iv) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (v) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.

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- (vi) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.
- (f) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**
 - (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation, closure or there are enhanced measures to restrict access to government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation, closure or restricted access.
 - (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises

10.0 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.
- (c) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original and two copies of each invoice to the Technical Authority, and a copy to the Contracting Authority.

11.0 Certifications and Additional Information

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, any TA quotation and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire Contract Period.

12.0 Federal Contractors Program for Employment Equity - Default by Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

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13.0 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

14.0 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list:

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) Supplemental General Conditions, in the following order:
 - (i) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- (c) General Conditions 2035 (2020-05-28), Higher Complexity - Services;
- (d) Annex A, Statement of Work, including its Appendices as follows:
 - (i) Appendix A to Annex A - Tasking Assessment Procedure;
 - (ii) Appendix B to Annex A - Task Authorization (TA) Form;
 - (iii) Appendix C to Annex A - Resource Assessment Criteria and Response Table;
 - (iv) Appendix D to Annex A - Certifications at the TA stage;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) the validly issued Task Authorizations and any required certifications (including all of their annexes, if any); and
- (h) the Contractor's bid dated June 8, 2020, and as clarified on June 19, 2020.

15.0 Foreign Nationals (Canadian Contractor)

- (a) SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

16.0 Insurance Requirements

- (a) **Compliance with Insurance Requirements**
 - (i) The Contractor must comply with the insurance requirements specified in this Article. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.
 - (ii) The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.
 - (iii) The Contractor should forward to the Contracting Authority within ten (10) days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the

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time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

(b) Commercial General Liability Insurance

- (i) The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- (ii) The Commercial General Liability policy must include the following:
 - (A) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - (B) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (C) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (D) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - (E) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (F) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - (G) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - (H) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - (I) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - (J) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - (K) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - (L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - (M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

(c) Errors and Omissions Liability Insurance

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- (i) The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- (ii) If the Professional Liability insurance is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (iii) The following endorsement must be included:
 Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

17.0 Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.
- (b) **First Party Liability:**
 - (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.
 - (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
 - (iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
 - (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i) (A) above.
 - (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is

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terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00, whichever is more.

- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) Third Party Claims:

- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- (ii) If Canada is required, as a result of joint and several liability or joint and solidarily liable, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

18.0 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (b) If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within five working days detailing the actions that the Contractor will undertake to remedy the deficiency. The plan is subject to the approval of the Technical Authority. The Contractor must prepare and implement the plan at its own expense. If after 20 days, the plan has not been implemented to the satisfaction of the Technical Authority, Canada reserves the right to apply

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remedial actions, including but not limited to implementing Payment Credits from the Contractor and/or amending the Contract to reduce the Contract value.

- (c) In General Conditions 2035, the Article titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

- (i) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of having this knowledge, the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
- (A) the name, qualifications and experience of a proposed replacement immediately available for Work; and
 - (B) security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.

- (ii) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:
- (A) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Article titled "Default of the Contractor", or
 - (B) assess the information provided under (c) (i) above or, if it has not yet been provided, require the Contractor to propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that are similar or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this sub-article (c).

Where an Excusable Delay applies, Canada may require (c) (ii) (B) above instead of terminating under the "Excusable Delay" Article. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

- (iii) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order a resource to stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.
- (iv) The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

19.0 Safeguarding Electronic Media

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.

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- (b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

20.0 Representations and Warranties

The Contractor made statements regarding its own and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract and the issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have and maintain, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

21.0 Access to Canada's Property and Facilities

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

22.0 Implementation

- (a) **Implementation of Professional Services:** If similar professional services are currently being provided by another supplier or by Canada's own personnel, the Contractor is responsible for ensuring that the transition to the professional services it provides under the Contract is completed in a way that does not disrupt Canada's operations or users, and does not result in any interim degradation to the timeliness or quality of service. The Contractor is solely responsible for any additional training required by its resources to perform the Work, and time spent by resources on that training or becoming familiar with the Client's environment must not be charged to Canada. The transition will be considered complete once the Contractor has demonstrated, to the satisfaction of the Technical Authority, that it is ready and able to carry out the Work. The transition must be complete by no later than 10 working days after the Contract is awarded. All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor.

23.0 Identification Protocol Responsibilities

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:

- (a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify themselves as Contractor Representatives prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not an employee of the Government of Canada;
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under

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"Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.

- (d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and twenty working days to rectify the underlying problem.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

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ANNEX A STATEMENT OF WORK

1. Title

Digital Services and System Integration Services – Emergency Response to COVID-19

2. Objective

Immigration, Refugees and Citizenship Canada (IRCC) is seeking the services of a global organization(s) (the "Contractor") with expertise in rapidly developing and implementing Digital solutions and supporting technologies in response to the emergency situation created by COVID-19. The Contractor will bring knowledge, capabilities, and experience to support IRCC's response to the COVID-19 situation.

Citizenship and Immigration Canada (CIC) is the legal name of Immigration, Refugees and Citizenship Canada (IRCC).

3. Background

On March 11, 2020, the World Health Organization (WHO) declared the newly discovered Corona virus (COVID-19) as a global pandemic. With COVID-19, rapidly spreading and creating serious health threats across the globe, citizens, businesses, and governments have been significantly disrupted creating an unprecedented economic impact.

The Government of Canada has taken unprecedented action in an effort to slow the spread of this virus. It has implemented significant international travel restrictions, significantly reduced in-person interactions with Government personnel, recalled citizens and staff from abroad and implemented strict guidelines for physical distancing and remote working.

IRCC provides a critical array of services in support of temporary residents (temporary foreign workers, international students and visitors), permanent residents, citizenship seekers, refugees and asylum claimants and directly to Canadian citizens for passports and other travel documentation. IRCC also directly supports a multitude of partner organizations such as Global Affairs, the Immigration and Refugee Board and CBSA that are undergoing their own changes.

Many of the above programs are currently supported by in-person or paper-based processes. Those processes that do include some automation are supported by aging IT systems that are not readily able to be adapted to support this new way of working or at the pace of change required to respond to the rapidly evolving response to the COVID-19 emergency.

COVID-19 is also having immediate, significant impacts on IRCC Operation centres and personnel. Many of the processing and contact centres have been shut down or significantly reduced both globally and within Canada. This has severely limited our ability to process foreign nationals coming to Canada to work, study or live permanently as well as supporting Canadians directly. Operations are not expected to return to normal for quite some time. When they do, there will be a "new normal" with new and evolving policies, procedures and digital solutions. When travel restrictions begin to ease, a significant surge of applications and support requirements is anticipated putting tremendous demand on our global operations and supporting branches.

IRCC needs to act quickly to develop (i) updated and new strategies, and (ii) processes and digital systems to cope with the rapid change it is undergoing. These include updating systems and processes for internal staff, partner organizations and re-thinking and re-designing how IRCC provides its services to its clients within Canada and around the world, leveraging digital processes wherever possible thus minimizing the need for in-person interaction or paper-processes for the safety of IRCC's staff, our clients and community.

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Key technology capabilities urgently required as a result of COVID-19 include:

- Tools and technologies to rapidly increase our operational capacities to address immediate manual processing limitations and to contend with the anticipated surges in volumes;
- Digital tools to address new physical distancing requirements, reducing physical presence requirements with digital alternatives (i.e. online citizenship testing, online visa and citizenship applications)
- Technology solutions to integrate digital solutions with our legacy case management system environment (GCMS Integration).
- Robotic Process Automation (RPA) capabilities to deal with reduction in agent capacity, address anticipated surge in volumes and allow agents to address more complex situations.

4. Scope of Work

The Contractor must provide informatics professional services to IRCC on an 'as and when' requested basis as initiated through Task Authorizations (TAs). TAs may be fixed price or effort-based to a ceiling. For non-fixed price TA's, the Contractor must use the Resource Categories identified in this Statement of Work.

Resource Categories	Level
Project Management Services	
P.1 Change Management Consultant	1,2,3
P.2 Enterprise Architect	3
P.5 Project Executive	3
P.8 Project Leader	2,3
P.9 Project Manager	2,3
Application Services	
A.1 Application / Software Architect	1, 2, 3
A.6 Programmer / Software Developer	1, 2, 3
A.11 Tester	1, 2, 3
IM/IT Services	
I.5 Information Management Architect	3
I.9 System Administrator	2
I.11 Technology Architect	2, 3
Business Services	
B.3 Business Consultant	1, 2, 3

5. Methodologies, Tools, Processes, Technical Capabilities, Solutions, and Team of Qualified Resources

5.1 Overview

The Contractor must provide methodologies, tools, processes, technical capabilities, and a team of qualified resources, as and when requested, to:

- Develop Digital Intake Solutions** – including the provision and implementation of digital intake tools to reduce/replace physical presence and paper based requirements for client services and processing with digital alternatives;
- Develop and Implement Physical Distancing Required Digital Tools** - including the provision and implementation of tools to address new physical distancing requirements, reducing physical presence requirements of both our clients and employees with digital alternatives (i.e. online citizenship testing, virtual interviewing, etc.);

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- c) **Implement Robotic Process Automation (RPA)** – including RPA solutions to rapidly automate simple, high volume processes, dealing with employee shortages as well as allowing employees to focus on more complex and sensitive cases.
- d) **Analytics Solutions** – including data analytics solutions to provide insights into operational volumes and processing capacities to allow IRCC to effectively respond to rapid changes in the Canadian and Global situation.
- e) **Cybersecurity Strategy and Services** – including the provision of tools and strategic advice to address IRCC's increased Cybersecurity threat as a result of COVID-19.
- f) **Legacy Integration Solutions** – including the provision of technology solutions to integrate digital tools and solutions with our legacy case management system environment (GCMS Integration); and
- g) **Advisory Services** – including the provision of advisory services to help manage the initiatives and respond to emerging operational challenges as a result of COVID-19.

5.2 Develop Digital Intake Solutions

The Contractor must develop digital intake solutions that, will demonstrate the ability to accept IRCC applicants for entry into Canada digitally. The Contractor will first develop prototype solutions with the intent of production implementation. Following IRCC acceptance of the prototype solution and roadmap the Contractor will work jointly with IRCC to implement the solution into production.

The Contractor must provide the methodology, the approach, the project plan and the resources to manage and perform all activities required to develop the digital intake prototype.

Deliverables include but are not limited to:

- a) Project plan;
- b) Weekly status updates;
- c) Digital intake tools prototype;
- d) Digital intake tools roadmap;
- e) Digital intake tools production solution development (phased approach to be defined and approved by client as part of the roadmap deliverable);
- f) Deployment including training, communications and stakeholder management (phased approach to be defined and approved as part of the roadmap deliverable);
- g) Additional digital intake development and deployment; and
- h) Ongoing post deployment managed services.

5.3 Develop and Implement Digital Tools to Support Physical Distancing Requirements

The Contractor must develop prototypes that, will demonstrate the ability to facilitate physical distancing requirements and continue to meet operational mandate of IRCC. Initial focus being online citizenship testing. The Contractor will first develop prototype solutions with the intent of production implementation. Following IRCC acceptance of the prototype solution and the roadmap the Contractor will work jointly with IRCC to implement the solution into production.

The Contractor must provide the methodology, the approach, the project plan and the resources to manage and perform all activities required to develop the tools.

Deliverables include but are not limited to:

- a) Project plan;
- b) Weekly status updates;
- c) Online citizenship test prototype;
- d) Online citizenship test and additional digital services tool roadmap;
- e) Online citizenship test production solution development (phased approach to be defined and approved by client as part of the roadmap deliverable);
- f) Deployment including training, communications and stakeholder management (phased approach to be defined and approved as part of the roadmap deliverable);

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- g) Additional digital services development and deployment; and
- h) Ongoing post deployment managed services.

5.4 Implement Robotic Process Automation (RPA)

The Contractor must develop prototypes using client approved technologies that, will demonstrate the ability to automate/support processes and decision making. Initial focus being the Access to Information Process (ATIP). The Contractor will first develop prototype solutions with the intent of production implementation. Following IRCC acceptance of the prototype solution and the roadmap the Contractor will work jointly with IRCC to implement the solution into production.

The Contractor must provide the methodology, the approach, the project plan and the resources to manage and perform all activities required to implement the tools.

Deliverables include but are not limited to:

- a) Project plan;
- b) Weekly status updates;
- c) ATIP RPA Prototype;
- d) ATIP RPA and additional RPA services roadmap;
- e) RPA production solution development (phased approach to be defined and approved by client as part of the roadmap deliverable);
- f) Deployment including training, communications and stakeholder management (phased approach to be defined and approved as part of the roadmap deliverable);
- g) Additional RPA development and deployment; and
- h) Ongoing post deployment managed services.

5.5 Implement Analytics Solutions

The Contractor must develop prototypes using client approved technologies that, will demonstrate the ability to leverage analytics and data insights into operational and planning decision making.

The Contractor must provide the methodology, the approach, the project plan and the resources to manage and perform all activities required to implement the tools.

Deliverables include but are not limited to:

- a) Project plan;
- b) Weekly status updates;
- c) Analytics prototype(s);
- d) Analytics services roadmap;
- e) Analytics production solution development (phased approach to be defined and approved by client as part of the roadmap deliverable);
- f) Deployment including training, communications and stakeholder management (phased approach to be defined and approved as part of the roadmap deliverable);
- g) Additional analytics development and deployment; and
- h) Ongoing post deployment managed services.

5.6 Cybersecurity Strategy and Services

The Contractor must provide methodologies, tools, processes, strategic advice and a team of qualified resources to:

- a) Perform a cybersecurity assessment to identify current gaps and vulnerabilities as a result of COVID-19;
- b) Provide recommendations to address the gaps taking into consideration immediate and long term requirements; and
- c) Provide technical services.

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Deliverables include but are not limited to:

- a) Project plan;
- b) Cybersecurity assessment, gap analysis and roadmap to address; and
- c) Weekly status updates.

5.7 Legacy Application Integration Assessment and Solution Roadmap

The Contractor must assess IRCC's current ability to integrate digital solutions to its back end legacy technology environment (GCMS). The Contractor must provide recommended solutions to address any gaps identified as well as an implementation plan and estimated costs.

The Contractor must provide the methodology, the approach, the project plan and the resources to manage and perform all activities required to develop the tools.

Deliverables include but are not limited to:

- a) Project plan;
- b) Weekly status updates;
- c) Legacy environment integration current state assessment;
- d) Recommended solutions, roadmap and estimated costs; and
- e) Production implementation of roadmap based upon client acceptance and authorization.

5.8 Advisory Services

The Contractor must provide advisory services on an as and when requested basis. The Contractor must provide expert advice and guidance related to the technical response to IRCC operational challenges as a result of COVID-19 and its impact on IRCC's ability to execute its mandate.

Deliverables include but are not limited to:

- a) Executive advisory services;
- b) Best practice reviews and industry benchmarking services;
- c) Risk assessment and mitigation services;
- d) Process integrity strategies;
- e) Data quality analysis and improvement strategies;
- f) Project management services;
- g) Change management services;
- h) Review and guidance of technology strategies; and
- i) Benefit analysis.

6. Resource Category Tasks

Where different levels of the same resource category may be required, the Level of Resource required will be identified on the Task Authorization (TA). While the tasks that are identified for the levels may be the same, it is expected that the Level 3 resources will take on a leadership role and will be required for more complex requirements.

6.1 P.1 Change Management Consultant - Level 1, 2, and 3

Tasks include but are not limited to:

- a) Analysis and development of business "critical success factors";
- b) Analysis and development of architecture requirements design, process development, process mapping and training;
- c) Responsible for leading other functional staff to define business strategy and processes in support of transformation and change management activities;
- d) Participate in change impact analysis and change management activities;
- e) Participate in organizational realignment (job re-design organizational re-structuring);
- f) Coordinate development of training and coordination with other stakeholders; and

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- g) Create presentations and present to various stakeholders, and facilitate meetings and discussions.

6.2 P.2 Enterprise Architect, Level 3

Tasks include but are not limited to:

- a) Evaluate the IRCC's business/Information and Communications Technology (ICT) architecture, determine its consistency and integration with the organization's business/ICT strategies, assess the degree of its alignment with Treasury Board CIO Business Transformation Enablement Program (BTEP) and Federated Architecture Program (FAP) and recommend changes to the business/ICT architecture to improve its alignment with these external factors;
- b) Identify future business/ICT requirements against the current enterprise architecture, perform gaps analyses, develop Requirements for Technology Architectures (RTA), and prepare migration strategies;
- c) Assess the feasibility of migrating from the current state to the target business architecture and enabling technologies and identify the risks associated with migrating to the target business architecture and technologies and make recommendations for risk mitigation;
- d) Identify business and technology trends that create opportunities for business improvement, advise business and ICT senior executives on ICT trends and emerging technologies and the impact on the organization's and government ICT architectures and business strategies, model "What if" scenarios and recommend appropriate changes to the existing architecture and ICT infrastructure, and recommend alternative solutions, methodologies and strategies;
- e) Produce an architectural evolution plan, recommend prioritization of architecture evolution initiatives, and develop and/or implement an architecture evolution plan;
- f) Manage the development and implementation of an architectural improvement plan; and
- g) Coach, mentor and train IRCC to perform any of the above.

6.3 P.5 Project Executive - Level 3

Tasks include but are not limited to:

- a) Manage several project managers, each responsible for an element of the project and its associated project team;
- b) Define and document project objectives, determine budget requirements;
- c) Meet with other organizational executives to ensure all organizational (internal and external) stakeholders are committed and moving forward on project and organizational goals;
- d) Resolve issues related to the project;
- e) Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools; and
- f) Project sign-off.

6.4 P.8 Project Leader - Level 2, and 3

Tasks include but are not limited to:

- a) Specify the general requirements of the system, develop broad system alternatives and identify their administrative, economic and technical feasibility and practicality as well as associated policy and organizational change requirements;
- b) Analyse and evaluate each alternative based on make/buy, impact and cost/benefit considerations, and propose, justify, plan and cost the implementation of the selected alternative;
- c) Produce overall plan, a detailed plan for the functional analysis phase, and obtain approval of preliminary analysis;
- d) Plan, direct and control the activities of a system development team within scheduled time and cost parameters;
- e) Evaluate proposed computer applications to determine technical, operational and economic feasibility;
- f) Design and test systems to ensure that the objectives of the system are met and that the outputs produced are in accordance with client requirements; and

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- g) Monitor the design, implementation and operations start-up of the proposed system against established goals, objectives and milestones.

6.5 P.9 Project Manager - Level 2 and 3

Tasks include but are not limited to:

- a) Manage several project managers, each responsible for an element of the project and its associated project team;
- b) Manage the project during the development, implementation and operations start up by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters;
- c) Formulate statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof;
- d) Define and document the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team;
- e) Report progress of the project on an ongoing basis and at scheduled points in the life cycle;
- f) Meets in conference with stakeholders and other project managers and states problems in a form capable of being solved;
- g) Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools; and
- h) Project sign-off.

6.6 A.1 Application/Software Architect - Level 1, 2, and 3

Tasks include but are not limited to:

- a) Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b) Identify the policies and requirements that drive out a particular solution;
- c) Analyze and evaluate alternative technology solutions to meet business problems;
- d) Ensure the integration of all aspects of technology solutions;
- e) Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- f) Analyze functional requirements to identify information, procedures and decision flows;
- g) Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary;
- h) Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems;
- i) Define input/output sources, including detailed plan for technical design phase, and obtain approval of the system proposal; and
- j) Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.

6.7 A.6 Programmer/Software Developer - Level 1, 2, and 3

Tasks include but are not limited to:

- a) Develop and prepare diagrammatic plans for solution of business, scientific and technical problems by means of computer systems of significant size and complexity;
- b) Analyze the problems outlined by the systems analysts/designers in terms of such factors as style and extent of information to be transferred to and from storage units, variety of items to be processed, extent of sorting, and format of final printed results;
- c) Select and incorporate available software programs;
- d) Design detailed programs, flow charts, and diagrams indicating mathematical computation and sequence of machine operations necessary to copy and process data and print the results;

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- e) Translate detailed flow charts into coded machine instructions and confer with technical personnel in planning programs;
- f) Verify accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel;
- g) Correct program errors by revising instructions or altering the sequence of operations; and
- h) Test instructions, and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference.

6.8 A.11 Tester – Level 1, 2, and 3

Tasks include but are not limited to:

- a) Test planning and coordination;
- b) Supervise testing in accordance with the plan;
- c) Manage and monitor test plans for all levels of testing;
- d) Manage walkthroughs and reviews related to testing and implementation readiness;
- e) Prepare and provide status reports;
- f) Develop test scenarios and test scripts;
- g) Establish and maintain source and object code libraries for a multi-platform, multi-operating system environment;
- h) Establish software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;
- i) Establish and operate "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. for performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure; and
- j) Establish a validation and verification capability which assumes functional and performance compliance.

6.9 I.5 Information Management Architect – Level 3

Tasks include but are not limited to:

- a) Analyse existing capabilities and requirements; develop redesigned frameworks and recommend areas for improved capability and integration; and develop and document detailed statements of requirements;
- b) Evaluate existing procedures and methods, identify and document database content, structure, and application subsystems, and develop data dictionary;
- c) Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems;
- d) Prototype potential solutions, provide trade-off information and suggest recommended courses of action;
- e) Perform information modelling in support of BPR implementation;
- f) Perform cost/benefit analysis of implementing new processes and solutions;
- g) Provide advice in developing and integrating process and information models between business processes to eliminate information and process redundancies; and
- h) Provide advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options.

6.10 I.9 System Administrator – Level 2

Tasks include but are not limited to:

- a) Install, monitor, upgrade and maintain operating systems;
- b) Install, monitor, upgrade and maintain hardware and software;
- c) Work with business analysts, project managers, developers, and clients/stakeholders to maintain and improve software performance;
- d) Apply problem solving skills to troubleshoot and resolve technical problems;

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- e) Ensure timely and reliable system administration procedures, such as backup and/or recovery; and
- f) Analyze system performance and recommend improvements.

6.11 I.11 Technology Architect - Level 2 and 3

Tasks include but are not limited to:

- a) Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b) Identify the policies and requirements that drive out a particular solution;
- c) Analyze and evaluate alternative technology solutions to meet business problems;
- d) Ensure the integration of all aspects of technology solutions;
- e) Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- f) Provide information, direction and support for emerging technologies;
- g) Perform impact analysis of technology changes;
- h) Provide support to applications and/or technical support teams in the proper application of existing infrastructure; and
- i) Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements.

6.12 B.3 Business Consultant – Level 1, 2, and 3

Tasks include but are not limited to:

- a) Analyze, evaluate, and develop business processes (including financial, operational, and systems)
- b) Identify organizational and/or project business opportunities for improvement and streamlining of business processes;
- c) Identify and evaluate critical success parameters, factors and performance measurements; and
- d) Assist other stakeholders in development and implementation of business improvement processes and programs.

7. Licensed Software:

It is anticipated that the following licensed software may be utilized by the Contractor in the delivery of services, such as but not limited to:

- a) Red Hat
- b) UiPath
- c) Adobe

8. Work:

Work will be assigned on an “as-and-when requested basis” through a valid Task Authorization(s). The work may include but is not limited to:

8.1. Development of Prototype Applications: The Contractor may be requested to develop prototype applications to support or deliver current CIC mandated activities using the Licensed Software listed in Section 7 above. All prototype must be scalable to meet peak demands/application without performance degradation.

8.2. Implementation of Software Applications: The Contractor may be requested to implement software applications such as, but not limited to Red Hat, UiPath, Adobe, which may include journey mapping, data integration, configuration, integration, interoperability and testing. The Task Authorization will explicitly identify the requested services where appropriate.

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8.3. Integration work: The Contractor may be requested to integrate software applications developed by the Contractor to Canada/CIC Legacy systems, infrastructures and other applications. The Task Authorization will explicitly identify the requested services.

8.4. Hosting services: The Contractor may be requested to host applications it has developed either in a free environment or in a production environment. Should hosting services be used, the Contractor must meet the most stringent industry security requirements (if not specified in the TA) for the Licensed Software; access to CIC/Canada's IT infrastructures; and any data in transit or at rest. Should a Cloud hosting model be used, it must meet, at a minimum, the Government of Canada security requirements for Protected B information.

8.5. Managed Services: The Contractor may be requested to stand up and manage a contact centre on behalf of Canada, including but not limited to, telephony, tools, technology, and resources. The Task Authorization will explicitly identify the requested services and contract requirements.

8.6. Professional Resources: The Contractor may be requested on an "as and when requested basis", to provide professional resources to perform Work described in this statement of work or as further required in a TA. Any professional services will be requested through a validly issued TA.

8.7. General Consultancy Services: Professional service support such as but not limited to project management services, business services, application services, information management/information technology services, telecommunication services as outlined in the issued TA.

8.8. Maintenance and Support Services: The Contractor may be requested to provide maintenance and support services. Should these services differ from the Contract requirements, the Task Authorization will explicitly identify the requested services.

8.9. Training: The Contractor may be requested to provide training to CIC personnel on any applications or services developed as a result of this Contract.

8.10. Meeting and Reports: The Contractor may be requested to attend meetings virtually to discuss progress, timelines, cost and any other subject required by Canada. Such meetings and their frequency will be defined in the Task Authorization(s).

8.11. Any other Work required by CIC in support of Canada's response to the COVID-19 virus within the general scope of this Contract. All Work will be authorized through a validly issued Task Authorization. Each Task Authorization will outline in detail the scope of the work to be carried out by the Contractor. The location of the work and contractor facilities will be determined prior to the authorization of the Task Authorization.

8.12. Government Furnished Equipment (GFE): Unless otherwise specified in a Task Authorization, Canada will not provide the Contractor any GFE.

9. Government Support:

Where Canada has a responsibilities related to the objectives stated in this Statement of Work, against which the Contractor will rely, it will be stated in the TA as appropriate.

10. Deliverables:

Deliverables shall be in accordance with the Task Authorization. The Licensed Software, prototype applications and any Work under this Contract must be delivered with its required functionality, configuration, customization, and this includes any other changes as may be required.

11. Reporting

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In addition to the timely submission of all deliverables and fulfillment of obligations specified within the Contract, it is the responsibility of the Contractor to facilitate and maintain regular communication with the Project Contact(s). Status updates, verbal or written, will be requested on a monthly basis over the course of the contract. Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the project is progressing well and in accordance with expectations. Communication may include: phone calls; electronic mail; and meetings. In addition, the Contractor is to immediately notify the Project Contact(s) of any issues, problems or areas of concern in relation to any work completed under the contract, as they arise.

12. Limitations and Constraints

The Contractor must be ready to work with the Project Authority and other departmental personnel as required. Meetings between the Contractor and the Project and Technical authorities will be held at IRCC facilities located in the National Capital Region. Availability of IRCC personnel will be between the hours of 9 am and 5 pm, Monday to Friday.

The Contractor must keep all documents and proprietary Crown information confidential and return all materials, including documents and files, belonging to IRCC upon completion of the contract to IRCC.

All work performed will be subject to the inspection and acceptance by the Project Authority. All draft and final documents will be approved by the Project Authority prior to distribution. Should the work not meet the expectations of the Project Authority, the Contractor must re-submit revised (acceptable work) at no additional cost to IRCC.

13. Official Languages

The primary language of work is English, however work may be conducted in either Official Language (English and/or French). The deliverables (presentation and written report) will be in English. In-person presentations may be presented in either English or French. Any translations, if required, of materials created by the Contractor shall be the responsibility of the Project Authority.

14. Travel

Travel to, from or within the National Capital Region (NCR) will not be reimbursed for work being performed in the NCR. However, travel outside of the NCR may be required from time to time to perform some parts of the work. All such travel expenses must have the prior authorization of the Technical Authority and will be reimbursed in accordance with the Treasury Board Travel Directive.

15. Availability of Personnel

The Contractor certifies that he/she, its employees and subcontractors will be available to commence performance of the work from the Contract award date and will remain available to perform the work in relation to the fulfillment of this requirement.

16. Client Support

IRCC will provide access to departmental personnel in a timely manner, providing access to boardrooms and meeting rooms, and providing access to relevant documents.

17. Work Location

Work may be performed at either designed GC facilities in the NCR or at the Contractor's locations. However, the Contractor will be required to attend telephony or in-person meetings from time-to-time as requested by the Technical Authority on location at a designated GC facility. IRCC will provide work locations and meeting spaces within its facility for all onsite work and meetings.

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APPENDIX A TO ANNEX A

TASKING ASSESSMENT PROCEDURE

[Not applicable to Method B Competitive TA Process]

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled "Allocation of Task Authorizations". Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form, as well as its corresponding proposed resource(s). The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 2 working days (or any longer time period specified in the draft TA) turnaround time to submit a quotation.
2. With each quotation the Contractor must propose the required number of resources and for each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
 - (i) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).
 - (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
 - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.
 - (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
 - (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be

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considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not consider a mandatory criterion met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. A mandatory criteria will not be considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will a mandatory criteria be considered met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.
4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contractor's quotation may be found to be non-responsive.
5. Only quotations that meet all of the mandatory criteria will be considered responsive.
6. Once the quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

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APPENDIX B TO ANNEX A

TASK AUTHORIZATION FORM

TASK AUTHORIZATION (TA) FORM				
Contractor:		Contract Number:		
Commitment Number (PR#):		Financial Coding:		
Task Number:		Amendment Number:		
Issue Date:		Response required by:		
1. STATEMENT OF WORK (WORK ACTIVITIES, CERTIFICATIONS AND DELIVERABLES)				
Description of the Project / Work Required: <div style="margin-top: 20px;">BACKGROUND</div> <div style="margin-top: 20px;">TASKS</div> <div style="margin-top: 20px;">DELIVERABLES</div>				
2. PERIOD OF SERVICES	FROM (DATE):	TO (DATE):		
3. Work Location:				
4. Invoice sent to:				
5. Travel Requirements:				
6. Language Requirements:				
7. Other Conditions / Constraints:				
8. Level of Security Clearance Required for the Contractor Personnel:				
9. Contractor's Response:				
Category and Name of Proposed Resource	PWGSC Security File Number	Firm Per Diem Rate	Estimated # of Days	Total cost
	Estimated Cost (A):			
	Applicable Taxes (B):			
	Total Labour Cost (C= A + B):			
	Total Travel & Living Cost (D):			
	Maximum TA Price (E = C + D):			

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Please note that consultants must not exceed the maximum number of days allocated in the TA.	
10. Contractor's Signature	
Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor (type or print)	Signature: _____ Date: _____
11. Approval – Signing Authority	
Signatures (Client)	
Name, Title and Signature of Technical Authority to Sign on Behalf of CIC (type or print)	Signature: _____ Date: _____
Name, Title and Signature of CIC Procurement Representative to Sign on Behalf of CIC (type or print)	Signature: _____ Date: _____
Signatures (PWGSC)	
Name, Title and Signature of *Contracting Authority to Sign on Behalf of Public Works and Government Services Canada (type or print)	Signature: _____ Date: _____
You are requested to sell to her Majesty the Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out there of.	

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APPENDIX C TO ANNEX A

RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

P.1 Change Management Consultant, Level 1, 2 and 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <ul style="list-style-type: none"> a) Level 1 Resource: Three years within the past six years b) Level 2 Resource: Five years within the past ten years c) Level 3 Resource: Ten years within the past fifteen years. <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.1 for the resource category identified in the TA.</p>		
<p>MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows:</p> <ul style="list-style-type: none"> a) Level 1 Resource: Two projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. b) Level 2 Resource: Three projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. c) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved "new technologies", then one project with a minimum duration of four months is acceptable. 		

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P.2 Enterprise Architect, Level 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <p>a) Level 3 Resource: Ten years within the past fifteen years.</p> <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.2 for the resource category identified in the TA.</p>		
<p>MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows:</p> <p>a) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved "new technologies", then one project with a minimum duration of four months is acceptable.</p>		

P.5 Project Executive, Level 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <p>a) Level 3 Resource: Ten years within the past fifteen years.</p> <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.3 for the resource category identified in the TA.</p>		
<p>MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows:</p> <p>a) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved "new technologies", then one project with a minimum duration of four months is acceptable.</p>		

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P.8 Project Leader, Level 2 and 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <p>a) Level 2 Resource: Five years within the past ten years b) Level 3 Resource: Ten years within the past fifteen years.</p> <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.4 for the resource category identified in the TA.</p>		
<p>MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows:</p> <p>a) Level 2 Resource: Three projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. b) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved "new technologies", then one project with a minimum duration of four months is acceptable.</p>		

P.9 Project Manager, Level 2 and 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <p>a) Level 2 Resource: Five years within the past ten years b) Level 3 Resource: Ten years within the past fifteen years.</p> <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the</p>		

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Statement of Work, Section 6.5 for the resource category identified in the TA.		
MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows: a) Level 2 Resource: Three projects each with a minimum duration of six months. If the project involved “new technologies, then one project with a minimum duration of four months is acceptable. b) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved “new technologies”, then one project with a minimum duration of four months is acceptable.		

A.1 Application / Software Architect, Level 1, 2 and 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA). a) Level 1 Resource: Three years within the past six years b) Level 2 Resource: Five years within the past ten years c) Level 3 Resource: Ten years within the past fifteen years. The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.6 for the resource category identified in the TA.		
MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows: a) Level 1 Resource: Two projects each with a minimum duration of six months. If the project involved “new technologies, then one project with a minimum duration of four months is acceptable.		

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b) Level 2 Resource: Three projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. c) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved "new technologies", then one project with a minimum duration of four months is acceptable.		
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A.6 Programmer / Software Developer, Level 1, 2 and 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <p>a) Level 1 Resource: Three years within the past six years b) Level 2 Resource: Five years within the past ten years c) Level 3 Resource: Ten years within the past fifteen years.</p> <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.7 for the resource category identified in the TA.</p>		
<p>MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows:</p> <p>a) Level 1 Resource: Two projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. b) Level 2 Resource: Three projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. c) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved "new technologies", then one project with a minimum duration of four months is acceptable.</p>		

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A.11 Tester, Level 1, 2 and 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <ul style="list-style-type: none"> a) Level 1 Resource: Three years within the past six years b) Level 2 Resource: Five years within the past ten years c) Level 3 Resource: Ten years within the past fifteen years. <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.8 for the resource category identified in the TA.</p>		
<p>MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows:</p> <ul style="list-style-type: none"> a) Level 1 Resource: Two projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. b) Level 2 Resource: Three projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. c) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved "new technologies", then one project with a minimum duration of four months is acceptable. 		

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I.5 Information Management Architect, Level 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <p>a) Level 3 Resource: Ten years within the past fifteen years.</p> <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.9 for the resource category identified in the TA.</p>		
<p>MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows:</p> <p>a) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved "new technologies", then one project with a minimum duration of four months is acceptable.</p>		

I.9 System Administrator, Level 2

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <p>a) Level 2 Resource: Five years within the past ten years</p> <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.10 for the resource category identified in the TA.</p>		
<p>MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and</p>		

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techniques identified in the TA as essential within the last ten years, as follows: a) Level 2 Resource: Three projects each with a minimum duration of six months. If the project involved “new technologies, then one project with a minimum duration of four months is acceptable.		
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I.11 Technology Architect, Level 2 and 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA). a) Level 2 Resource: Five years within the past ten years b) Level 3 Resource: Ten years within the past fifteen years. The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.11 for the resource category identified in the TA.		
MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows: a) Level 2 Resource: Three projects each with a minimum duration of six months. If the project involved “new technologies, then one project with a minimum duration of four months is acceptable. b) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved “new technologies”, then one project with a minimum duration of four months is acceptable.		

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B.3 Business Consultant, Level 1, 2 and 3

Mandatory Technical Criteria	Met/ Not Met	Contractor's Response (Cross Reference to Résumé)
<p>MTC1 The Contractor must demonstrate using projects, that the proposed resource has the minimum number of years of experience specified below for the resource category identified in the Task Authorization (TA).</p> <ul style="list-style-type: none"> a) Level 1 Resource: Three years within the past six years b) Level 2 Resource: Five years within the past ten years c) Level 3 Resource: Ten years within the past fifteen years. <p>The Project must demonstrate that the resource provided services the same or similar to the tasks listed in the Statement of Work, Section 6.12 for the resource category identified in the TA.</p>		
<p>MTC2 The Contractor must demonstrate, using project descriptions, that the proposed resource has demonstrated experience in each of the technologies, software, tools and techniques identified in the TA as essential within the last ten years, as follows:</p> <ul style="list-style-type: none"> a) Level 1 Resource: Two projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. b) Level 2 Resource: Three projects each with a minimum duration of six months. If the project involved "new technologies, then one project with a minimum duration of four months is acceptable. c) Level 3 Resource: Five projects each with a minimum duration of six months. If the project involved "new technologies", then one project with a minimum duration of four months is acceptable. 		

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APPENDIX D TO ANNEX A CERTIFICATIONS AT THE TA STAGE

The following Certifications are to be used, as applicable. If they apply, they must be signed and attached to the Contractor's quotation when it is submitted to Canada.

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

The Contractor certifies that all the information provided in the résumés and supporting material proposed for completing the subject work, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Contractor to be true and accurate. Furthermore, the Contractor warrants that every individual proposed by the Contractor for the requirement is capable of performing the Work described in the Task Authorization.

Print name of authorized individual & sign above

Date

2. CERTIFICATION OF AVAILABILITY OF PERSONNEL

The Contractor certifies that, should it be authorized to provide services under this Task Authorization, the persons proposed in the quotation will be available to commence performance of the work within a reasonable time from the date of issuance of the valid Task Authorization, or within the time specified in the TA Form, and will remain available to perform the work in relation to the fulfillment of the requirement.

Print name of authorized individual & sign above

Date

3. CERTIFICATION OF STATUS OF PERSONNEL

If the Contractor has proposed any individual who is not an employee of the Contractor, the Contractor certifies that it has permission from that individual to propose his/her services in relation to the Work to be performed under this TA and to submit his/her résumé to Canada. At any time during the Contract Period the Contractor must, upon request from the Contracting Authority, provide the written confirmation, signed by the individual, of the permission that was given to the Contractor of his/her availability. Failure to comply with the request may result in a default under the Contract in accordance with the General Conditions.

Print name of authorized individual & sign above

Date

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4. CERTIFICATION OF LANGUAGE

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date

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ANNEX B

BASIS OF PAYMENT

s.20(1)(b)

The rates paid by Canada during the initial contract period will be the same as the rates paid during the contract option periods. All applicable taxes are extra.

Resource Category	Level of Expertise	Firm Per Diem Rate	
		Initial 1-Year Contract Period and Four 6-Month Option Periods	
P.1 Change Management Consultant	Level 1		
P.1 Change Management Consultant	Level 2		
P.1 Change Management Consultant	Level 3		
P.2 Enterprise Architect	Level 3		
P.5 Project Executive	Level 3		
P.8 Project Leader	Level 2		
P.8 Project Leader	Level 3		
P.9 Project Manager	Level 2		
P.9 Project Manager	Level 3		
A.1 Application / Software Architect	Level 1		
A.1 Application / Software Architect	Level 2		
A.1 Application / Software Architect	Level 3		
A.6 Programmer / Software Developer	Level 1		
A.6 Programmer / Software Developer	Level 2		
A.6 Programmer / Software Developer	Level 3		
A.11 Tester	Level 1		
A.11 Tester	Level 2		
A.11 Tester	Level 3		
I.5 Information Management Architect	Level 3		
I.9 System Administrator	Level 2		
I.11 Technology Architect	Level 2		
I.11 Technology Architect	Level 3		
B.3 Business Consultant	Level 1		
B.3 Business Consultant	Level 2		
B.3 Business Consultant	Level 3		

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ANNEX C SECURITY REQUIREMENTS CHECK LIST

COMMON-PS-SRCL#6



Government of Canada / Gouvernement du Canada

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Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine IRCC	2. Branch or Directorate / Direction générale ou Direction Digital Strategy Branch
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail IRCC Rapid Response to COVID	
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/> Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Restricted to: / Limité à: <input type="checkbox"/>	Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>
7. c) Level of information / Niveau d'information	
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

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 Gouvernement du Canada

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ART A (continued) / PARTIE A (suite)

Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
 If Yes, indicate the level of sensitivity:
 Dans l'affirmative, indiquer le niveau de sensibilité: _____

Will the supplier require access to extremely sensitive INFOSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
 Document Number / Numéro du document :

ART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

1. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
 Commentaires spéciaux: _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
 REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

1. b) May unscreened personnel be used for portions of the work?
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
 If Yes, will unscreened personnel be escorted?
 Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes

ART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

1. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes

1. b) Will the supplier be required to safeguard COMSEC information or assets?
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes

PRODUCTION

1. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

1. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
 Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes

1. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
 UNCLASSIFIED

Canada

Contract:
 B9220-210014/002/ZM

Buyer ID:
 626ZM

COMMON-PS-SRCL#6



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat B9220-210014
Security Classification / Classification de sécurité UNCLASSIFIED

PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉE			CLASSIFIED / CLASSIFIÉE			NATO				COMSEC			
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉE			TOP SECRET / TRÈS SECRET
											A	B	C	
Information / Assets / renseignements / RARs / Production														
IT Media / Support TI / IT Log / Log électronique														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERB est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERB sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
 UNCLASSIFIED

Canada

Contract:
 B9220-210014/002/ZM

Buyer ID:
 626ZM

COMMON-PS-SRCL#6



Contract Number / Numéro du contrat B9220-210014
Security Classification / Classification de sécurité UNCLASSIFIED

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Omar Subhani		Title - Titre DG, DSB	
Signature 		Date 2020-04-30	
Telephone No. - N° de téléphone 613-296-7788	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel omar.subhani@cic.gc.ca	
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Nigel Charles		Title - Titre Security Officer	
Signature 		Date 5 May 2020	
Telephone No. - N° de téléphone 613-296-7788	Facsimile No. - N° de télécopieur 613-296-7788	E-mail address - Adresse courriel nigel.charles@sec.gc.ca	
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	
Signature 		Date 2020-06-10 14:26:33 -0400	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	
Signature 		Date 2020-06-10 14:26:33 -0400	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	

Jacques Saumur
 Contract Security Officer
 Contracts Security Division / Division des contrats sécurité /
 Contract Security Program / Programme de sécurité des contrats /
 Public Services and Procurement Canada / Services publics et Approvisionnement Canada
 Jacques.Saumur@psgc-pwgc.gc.ca
 Telephone / Téléphone 613-948-1732
 Facsimile / Télécopieur 613-948-1712

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED





Purchasing Office - Bureau des achats:

Informatics Professional Services Division /
Division des services professionnels en informatique
Les Terrasses de la Chaudière
10, rue Wellington, 4ième
étage/Floor
Gatineau
Québec
K1A 0S5

CONTRACT AMENDMENT MODIFICATION AU CONTRAT

The referenced document is hereby amended: unless otherwise indicated, all other terms and conditions of the contract remain the same.
Ce document est par la présente modifié: sauf indication contraire, les modalités du contrat demeurent les mêmes.

The Vendor/Firm hereby accepts/acknowledges this amendment.

Le fournisseur/entrepreneur accepte la présente modification/en accusé réception.

Signature _____ Managing Director _____ Date Nov. 20, 2020

Name, title of person authorized to sign (type or print)
Nom et titre du signataire autorisé (taper ou imprimer)

Return signed copy forthwith
Prière de retourner une copie dûment signée immédiatement

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

890081912PG0001

Accenture Inc

45 O'Connor Street

Suite 1100

Ottawa

Ontario

K1P1A4

Canada

Operating as: Accenture

Title - Sujet Digital & System Integ. Services	
Contract No. - N° du contrat B9220-210014/002/ZM	Amendment No. - N° Modif 001
Client Reference No. - N° de référence du client B9220-210014	Date 2020-11-20
Requisition Reference No. - N° de la demande B9220-210014	
File No. - N° de dossier 626zm.B9220-210014	CCC No./N° CCC - FMS No./N° VME
Financial Codes Code(s) financier(s)	
GST/HST TPS/TVH	
F.O.B. - F.A.B. Destination	
GST/HST - TPS/TVH See Herein - Voir ci-inclus	Duty - Droits See Herein - Voir ci-inclus
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Immigration, Refugee & Citizenship Canada 300 Slater Street, 17th Floor Ottawa, ON K1A 1L1 Attn: Constantine Bozionelos	
Invoices - Original and two copies to be sent to: Factures - Envoyer l'original et deux copies à: IRCC.DSBFINANCEADMIN-DGSNFINANCEADMIN.IRCC@cic.gc.ca	
Address Enquiries to: - Adresser toutes questions à: Holden, Carole	Buyer Id - Id de l'acheteur 626zm
Telephone No. - N° de téléphone (613) 858-9217 ()	FAX No. - N° de FAX () -
Increase (Decrease) - Augmentation (Diminution) \$5,748,750.00	
Revised estimated cost Coût révisé estimatif \$8,567,362.13	Currency Type - Genre de devise CAD
For the Minister - Pour le Ministre	Digitally signed by: Holden, Carole Date: 2020.11.20 14:11:13 -05'00'

Contract No. - N° du contrat
B9220-210014/002/ZM

Amd. No. - N° de la modif.
001

Buyer ID - Id de l'acheteur
626zm

Client Ref. No. - N° de réf. du client
B9220-210014

File No. - N° du dossier
626zm B9220-210014

CCC No./N° CCC - FMS No./N° VME

AMENDMENT NO. 001

This amendment is raised to increase the financial limitation of the Contract.

1. At *Page 1 of – de 1* of the Contract, *Total Estimated Cost – Coût total estimatif*:

Delete: \$2,818,612.13

Insert: \$8,567,362.13

ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT REMAIN THE SAME.



Purchasing Office - Bureau des achats:

Informatics Professional Services Division /
Division des services professionnels en informatique
Les Terrasses de la Chaudière
10, rue Wellington, 4ième
étage/Floor
Gatineau
Québec
K1A 0S5

**CONTRACT AMENDMENT
MODIFICATION AU CONTRAT**

The referenced document is hereby amended: unless
otherwise indicated, all other terms and conditions of
the contract remain the same.
Ce document est par la présente modifié: sauf indication
contraire, les modalités du contrat demeurent les mêmes.

The Vendor/Firm hereby accepts/acknowledges this
amendment.

Le fournisseur/entrepreneur accepte la présente
modification/en accuse réception

Managing Director
February 11, 2021
Date

Name, title of person authorized to sign (type or print)
Nom et titre du signataire autorisé (taper ou imprimer)

Return signed copy forthwith
Prière de retourner une copie dûment signée immédiatement

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

890081912PG0001

Accenture Inc

45 O'Connor Street

Suite 1100

Ottawa

Ontario

K1P1A4

Canada

Operating as: Accenture

Title - Sujet Digital & System Integ. Services	
Contract No. - N° du contrat B9220-210014/002/ZM	Amendment No. - N° Modif 002
Client Reference No. - N° de référence du client B9220-210014	Date 2021-02-10
Requisition Reference No. - N° de la demande B9220-210014	
File No. - N° de dossier 626zm.B9220-210014	CCC No./N° CCC - FMS No./N° VME
Financial Codes Code(s) financier(s)	
GST/HST TPS/TVH	
F.O.B. - F.A.B. Destination	
GST/HST - TPS/TVH Included - Inclus	Duty - Droits See Herein - Voir ci-inclus
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Immigration, Refugee & Citizenship Canada 300 Slater Street, 17th Floor Ottawa, ON K1A 1L1 Attn: Constantine Bozionelos	
Invoices - Original and two copies to be sent to: Factures - Envoyer l'original et deux copies à: IRCC.DSBFINANCEADMIN-DGSNFINANCEADMIN.IRCC@cic.gc.ca	
Address Enquiries to: - Adresser toutes questions à: Holden, Carole	Buyer Id - Id de l'acheteur 626zm
Telephone No. - N° de téléphone (613) 858-9217 ()	FAX No. - N° de FAX () -
Increase (Decrease) - Augmentation (Diminution) \$9,772,875.00	
Revised estimated cost Coût révisé estimatif \$18,340,237.13	Currency Type - Genre de devise CAD
For the Minister - Pour le Ministre Carole Holden Digitally signed by: Holden, Carole Date: 2021.02.10 18:52:54 -05'00'	

Contract No. - N° du contrat
B9220-210014/002/ZM

Amd. No. - N° de la modif.
002

Buyer ID - Id de l'acheteur
626zm

Client Ref. No. - N° de réf. du client
B9220-210014

File No. - N° du dossier
626zm B9220-210014

CCC No./N° CCC - FMS No./N° VME

AMENDMENT NO. 002

This amendment is raised to effect the following:

- to increase the financial limitation of the Contract;
- to delete the third and fourth option periods of the Contract; and
- to make administrative revisions to the Contract

1. At Article 6.0 Contract Period

Delete in its entirety.

Insert:

6.0 Contract Period

- (a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
- (i) The "**Initial Contract Period**", which begins on June 25, 2020 and ends June 24, 2021; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional six-month periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
 - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

2. At Article 7.0 Authorities, (c) Contractor's Representative

Delete:

Telephone:
E-mail address:

Insert:

Telephone:
Email:

3. At Annex B, Basis of Payment:

Delete in its entirety.

Insert: Annex B, Basis of Payment, attached and forming part of the Contract.

ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT REMAIN THE SAME.

Contract No. - N° du contrat
B9220-210014/002/ZM

Amd. No. - N° de la modif.
002

Buyer ID - Id de l'acheteur
626zm

Client Ref. No. - N° de réf. du client
B9220-210014

File No. - N° du dossier
626zm B9220-210014

CCC No./N° CCC - FMS No./N° VME

ANNEX B BASIS OF PAYMENT

The rates paid by Canada during the initial contract period will be the same as the rates paid during the contract option periods. All applicable taxes are extra.

Resource Category	Level of Expertise	Firm Per Diem Rate	
		Initial Contract Period:	2020-Jun-25 to 2021-Jun-24
		[Option Period 1:	2021-Jun-25 to 2021-Dec-24]
		[Option Period 2:	2021-Dec-25 to 2022-Jun-24]
P.1 Change Management Consultant	Level 1		
P.1 Change Management Consultant	Level 2		
P.1 Change Management Consultant	Level 3		
P.2 Enterprise Architect	Level 3		
P.5 Project Executive	Level 3		
P.8 Project Leader	Level 2		
P.8 Project Leader	Level 3		
P.9 Project Manager	Level 2		
P.9 Project Manager	Level 3		
A.1 Application / Software Architect	Level 1		
A.1 Application / Software Architect	Level 2		
A.1 Application / Software Architect	Level 3		
A.6 Programmer / Software Developer	Level 1		
A.6 Programmer / Software Developer	Level 2		
A.6 Programmer / Software Developer	Level 3		
A.11 Tester	Level 1		
A.11 Tester	Level 2		
A.11 Tester	Level 3		
I.5 Information Management Architect	Level 3		
I.9 System Administrator	Level 2		
I.11 Technology Architect	Level 2		
I.11 Technology Architect	Level 3		
B.3 Business Consultant	Level 1		
B.3 Business Consultant	Level 2		
B.3 Business Consultant	Level 3		



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

s.19(1)

Purchasing Office - Bureau des achats:
Informatics Professional Services Division /
Division des services professionnels en informatique
Les Terrasses de la Chaudière
10, rue Wellington, 4ième
étage/Floor
Gatineau
Québec
K1A 0S5

CONTRACT AMENDMENT MODIFICATION AU CONTRAT

The referenced document is hereby amended: unless otherwise indicated, all other terms and conditions of the contract remain the same.

Ce document est par la présente modifié: sauf indication contraire, les modalités du contrat demeurent les mêmes.

The Vendor/Firm hereby accepts/acknowledges this amendment.

La fournisseur/entrepreneur accepte la présente modification/en accuse réception.

Signature: _____ Date: 21/12/14
Name, title of person authorized to sign (type or print)
Nom et titre du signataire autorisé (taper ou imprimer)

Return signed copy forthwith
Prière de retourner une copie dûment signée immédiatement

Comments - Commentaires

Managing Director

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

890081912PG0001
Accenture Inc
45 O'Connor Street
Suite 1100
Ottawa
Ontario
K1P1A4
Canada
Operating as: Accenture

Title - Sujet Digital & System Integ. Services	
Contract No. - N° du contrat B9220-210014/002/ZM	Amendment No. - N° Modif 004
Client Reference No. - N° de référence du client B9220-210014	Date 2021-12-14
Requisition Reference No. - N° de la demande B9220-210014	
File No. - N° de dossier 381zm.B9220-210014	CCC No./N° CCC - FMS No./N° VME
Financial Codes Code(s) financier(s)	
GST/HST TPS/TVH	
F.O.B. - F.A.B. Destination	
GST/HST - TPS/TVH Included - Inclus	Duty - Droits See Herein - Voir ci-inclus
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Immigration, Refugee & Citizenship Canada 300 Slater Street, 17th Floor Ottawa, ON K1A 1L1 Attn: Constantine Bozionelos	
Invoices - Original and two copies to be sent to: Factures - Envoyer l'original et deux copies à: IRCC.DSBFINANCEADMIN-DGSNFINANCEADMIN.IRCC@cic.gc.ca	
Address Enquiries to: - Adresser toutes questions à: Chouinard, Judith	
Buyer Id - Id de l'acheteur 381zm	
Telephone No. - N° de téléphone (873) 355-5118 ()	FAX No. - N° de FAX () -
Increase (Decrease) - Augmentation (Diminution) \$0.00	
Revised estimated cost Coût révisé estimatif \$24,088,987.13	Currency Type - Genre de devise CAD
For the Minister - Pour le Ministre	Signé numériquement par : Chouinard, Judith Date : 2021.12.14 15:42:32 -05'00'

Canada

Contract No. - N° du contrat
B9220-210014/002/ZM

Amd. No. - N° de la modif.
004

Buyer ID - Id de l'acheteur
381zm

Client Ref. No. - N° de réf. du client
B9220-210014

File No. - N° du dossier
381zm B9220-210014

CCC No./N° CCC - FMS No./N° VME

AMENDMENT NO. 004

This amendment is raised:

- (i) to exercise the second (last) option to extend the Contract for the period from December 24, 2021 to June 24, 2022; and
- (ii) to make administrative revisions to the Contract.

1. At Article 6.0 Contract Period

DELETE in its entirety.

INSERT:

6.0 Contract Period

- (i) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which began on June 25, 2020 and ends June 24, 2022; and
- (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

2. At Article 7.0 Authorities

DELETE in its entirety.

INSERT:

(a) Contracting Authority

The Contracting Authority for the Contract is:

Judith Chouinard
Public Works and Government Services Canada
Acquisitions Branch
Professional Services Procurement Directorate
10 Wellington St., Gatineau, Québec
Telephone: 873-355-5118
E-mail address: judith.chouinard@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority

Contract No. - N° du contrat
B9220-210014/002/ZM

Amd. No. - N° de la modif.
004

Buyer ID - Id de l'acheteur
381zm

s.19(1)

Client Ref. No. - N° de réf. du client
B9220-210014

File No. - N° du dossier
381zm B9220-210014

CCC No./N° CCC - FMS No./N° VME

(b) Technical Authority

The Technical Authority for the Contract is:

Nancy Violette-Fehr
A/Director General & Deputy Chief Information Officer, Digital Strategy
Immigration, Refugees and Citizenship Canada
Transformation and Digital Strategy Sector
300 Slater St. Ottawa ON, K1P 6A6
Telephone: 343-549-2589
E-mail address: Nancy.Violette-Fehr@cic.gc.ca

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(c) Contractor's Representative

Telephone:
E-mail address:

3. At Annex B, Basis of Payment:

DELETE in its entirety.

INSERT: Annex B, Basis of Payment, attached and forming part of the Contract.

ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT REMAIN THE SAME.

Contract No. - N° du contrat
 B9220-210014/002/ZM

Amd. No. - N° de la modif.
 004

Buyer ID - Id de l'acheteur
 381zm

Client Ref. No. - N° de réf. du client
 B9220-210014

File No. - N° du dossier
 381zm B9220-210014

CCC No./N° CCC - FMS No./N° VME

s.20(1)(b)

**ANNEX B
 BASIS OF PAYMENT**

The rates paid by Canada during the initial contract period will be the same as the rates paid during the contract option periods. All applicable taxes are extra.

Resource Category	Level of Expertise	Firm Per Diem Rate	
		Contract Period:	2020-Jun-25 to 2022-Jun-24
P.1 Change Management Consultant	Level 1		
P.1 Change Management Consultant	Level 2		
P.1 Change Management Consultant	Level 3		
P.2 Enterprise Architect	Level 3		
P.5 Project Executive	Level 3		
P.8 Project Leader	Level 2		
P.8 Project Leader	Level 3		
P.9 Project Manager	Level 2		
P.9 Project Manager	Level 3		
A.1 Application / Software Architect	Level 1		
A.1 Application / Software Architect	Level 2		
A.1 Application / Software Architect	Level 3		
A.6 Programmer / Software Developer	Level 1		
A.6 Programmer / Software Developer	Level 2		
A.6 Programmer / Software Developer	Level 3		
A.11 Tester	Level 1		
A.11 Tester	Level 2		
A.11 Tester	Level 3		
I.5 Information Management Architect	Level 3		
I.9 System Administrator	Level 2		
I.11 Technology Architect	Level 2		
I.11 Technology Architect	Level 3		
B.3 Business Consultant	Level 1		
B.3 Business Consultant	Level 2		
B.3 Business Consultant	Level 3		



Purchasing Office - Bureau des achats:

Informatics Professional Services Division /
Division des services professionnels en informatique
Les Terrasses de la Chaudière
10, rue Wellington, 4ième
étage/Floor
Gatineau
Québec
K1A 0S5

**CONTRACT AMENDMENT
MODIFICATION AU CONTRAT**

The referenced document is hereby amended: unless otherwise indicated, all other terms and conditions of the contract remain the same.
Ce document est par la présente modifié: sauf indication contraire, les modalités du contrat demeurent les mêmes.

The Vendor/Firm hereby accepts/acknowledges this amendment.

Le fournisseur/entrepreneur accepte la présente modification/en accusé réception.

Managing Director

May 12, 2021
Date

Name, title of person authorized to sign (type or print)
Nom et titre du signataire autorisé (taper ou imprimer)

Return signed copy forthwith
Prière de retourner une copie dûment signée immédiatement

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

890081912PG0001

Accenture Inc

45 O'Connor Street

Suite 1100

Ottawa

Ontario

K1P1A4

Canada

Operating as: Accenture

Title - Sujet Digital & System Integ. Services	
Contract No. - N° du contrat B9220-210014/002/ZM	Amendment No. - N° Modif 003
Client Reference No. - N° de référence du client B9220-210014	Date 2021-05-12
Requisition Reference No. - N° de la demande B9220-210014	
File No. - N° de dossier 626zm.B9220-210014	CCC No./N° CCC - FMS No./N° VME
Financial Codes Code(s) financier(s)	
GST/HST TPS/TVH	
F.O.B. - F.A.B. Destination	
GST/HST - TPS/TVH Included - Inclus	Duty - Droits See Herein - Voir ci-inclus
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Immigration, Refugee & Citizenship Canada 300 Slater Street, 17th Floor Ottawa, ON K1A 1L1 Attn: Constantine Bozionelos	
Invoices - Original and two copies to be sent to: Factures - Envoyer l'original et deux copies à: IRCC.DSBFINANCEADMIN-DGSNFINANCEADMIN.IRCC@cic.gc.ca	
Address Enquiries to: - Adresser toutes questions à: Holden, Carole	Buyer Id - Id de l'acheteur 626zm
Telephone No. - N° de téléphone (613) 858-9217 ()	FAX No. - N° de FAX () -
Increase (Decrease) - Augmentation (Diminution) \$5,748,750.00	
Revised estimated cost Coût révisé estimatif \$24,088,987.13	Currency Type - Genre de devise CAD
For the Minister - Pour le Ministre	Digitally signed by: Holden, Carole Date: 2021.05.12 10:54:25 -04'00' Carole Holden

Contract No. - N° du contrat
B9220-210014/002/ZM

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
626zm

Client Ref. No. - N° de réf. du client
B9220-210014

File No. - N° du dossier
626zm B9220-210014

CCC No./N° CCC - FMS No./N° VME

AMENDMENT NO. 003

This amendment is raised:

- (i) to exercise the first option to extend the Contract for the period from June 25, 2021 to December 24, 2021;
- (ii) to increase the financial limitation of the Contract; and
- (iii) to make administrative revisions to the Contract.

1. At Article 6.0 Contract Period

Delete in its entirety.

Insert:

6.0 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
 - (i) The "Initial Contract Period", which began on June 25, 2020 and ends December 24, 2021; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
 - (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to one additional six-month period under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
 - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

2. At Annex B, Basis of Payment:

Delete in its entirety.

Insert: Annex B, Basis of Payment, attached and forming part of the Contract.

ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT REMAIN THE SAME.

Contract No. - N° du contrat
B9220-210014/002/ZM

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
626zm

s.20(1)(b)

Client Ref. No. - N° de réf. du client
B9220-210014

File No. - N° du dossier
626zm B9220-210014

CCC No./N° CCC - FMS No./N° VME

ANNEX B BASIS OF PAYMENT

The rates paid by Canada during the initial contract period will be the same as the rates paid during the contract option periods. All applicable taxes are extra.

Resource Category	Level of Expertise	Firm Per Diem Rate	
		Initial Contract Period: 2020-Jun-25 to 2021-Dec-24	[Option Period : 2021-Dec-25 to 2022-Jun-24]
P.1 Change Management Consultant	Level 1		
P.1 Change Management Consultant	Level 2		
P.1 Change Management Consultant	Level 3		
P.2 Enterprise Architect	Level 3		
P.5 Project Executive	Level 3		
P.8 Project Leader	Level 2		
P.8 Project Leader	Level 3		
P.9 Project Manager	Level 2		
P.9 Project Manager	Level 3		
A.1 Application / Software Architect	Level 1		
A.1 Application / Software Architect	Level 2		
A.1 Application / Software Architect	Level 3		
A.6 Programmer / Software Developer	Level 1		
A.6 Programmer / Software Developer	Level 2		
A.6 Programmer / Software Developer	Level 3		
A.11 Tester	Level 1		
A.11 Tester	Level 2		
A.11 Tester	Level 3		
I.5 Information Management Architect	Level 3		
I.9 System Administrator	Level 2		
I.11 Technology Architect	Level 2		
I.11 Technology Architect	Level 3		
B.3 Business Consultant	Level 1		
B.3 Business Consultant	Level 2		
B.3 Business Consultant	Level 3		

Solicitation Number:

Amendment Number:

Buyer ID:
 s.20(1)(b)

TASK AUTHORIZATION FORM

TASK AUTHORIZATION (TA) FORM			
Contractor:	ACCENTURE INC.	Contract Number:	B9220-210014/002/ZM
Commitment Number (PR#):	PR 152694	Financial Coding:	0500-5560-6762-54080-9274-1001141 0500-5563-6995-54080-9274-1001141
Task Number:	7114034 TA# 003	Amendment Number:	001
Issue Date:		Response required by:	
1. STATEMENT OF WORK (BACKGROUND, TASKS, AND DELIVERABLES)			
<p>Amendment #001 is raised to:</p> <ul style="list-style-type: none"> - Amend the Description of the Project/Work required (highlighted in yellow) - Remove a Milestone/Deliverable and decrease the Payment and Schedule <p>Amendment #001 decreases the value of the TA by _____ for services, plus : _____ for applicable taxes, for a total decrease of _____</p> <p>Description of the Project / Work Required Asylum Digital Intake Minimum Viable Product</p> <p>(MVP): BACKGROUND:</p> <p>As the Government of Canada returns to business in a new COVID reality and the volume of applications increases, the IRCC needs to act quickly to automate application intake and submission processes for those wishing to claim asylum in Canada. Currently, applicants complete a paper form and submit it at a port of entry, at a Canada Border Services Agency (CBSA) inland office or an Immigration, Refugees and Citizenship Canada (IRCC) inland office. Applications are then processed and data manually entered in the Global Case Management System (GCMS). CBSA or IRCC officials then determine if the individual is eligible to make an asylum claim.</p> <p>IRCC wishes to explore the option of completing and submitting asylum applications online by the applicant under this MVP along with the capability to upload supporting documents.</p> <p>TASKS</p> <p>For</p> <ul style="list-style-type: none"> - - - - 			

Solicitation Number:

Amendment Number:

Buyer ID:

by the IRCC Product Owner. The initial vision for the MVP roadmap is outlined below. The requirements

Setup of the IRCC role security model which provides the basis for further development.

- For an IRCC user, the following items form the basis for requirements definition:
 - Capability to search application by the user using Application ID using out of the box search capability
 - User interface to view an Application and associated data
 - Provide option to capture decisions on asylum applications (is it complete or does it require more information from the applicant)
 - Setup user dashboards using native platform capability (2 dashboards)
 - Setup queues to list CBSA destined & IRCC destined applications. This will be done based on the attribute selected by the applicant on the application form
 - Template based output to assist manual data entry in GCMS (2 templates)
 - Upload master & configuration data (no historical data migration)
- For an applicant filling in an application on a public-facing portal, the following items form the basis for requirements definition:
 - Master data definition & authentication of master data



A high-level timeline is provided in Figure 2 below.

Solicitation Number:

Amendment Number:

Buyer ID:

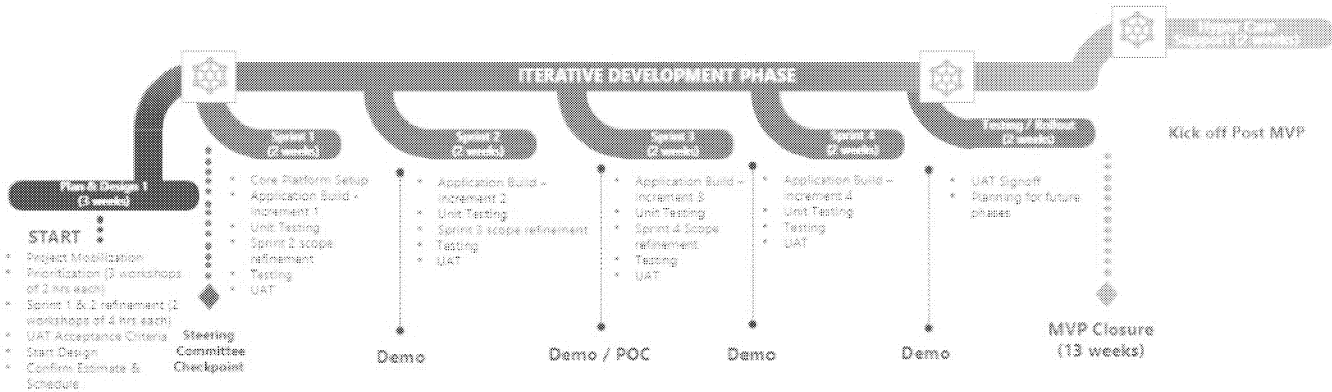


Figure 2 High Level Timeline

The following activities are Out of Scope for the Asylum Digital Intake MVP and not included in the tasks to be completed by the Contractor.

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DELIVERABLES

For the Asylum Digital Intake MVP, the Contractor will provide the following deliverables:

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Deliverable Inspection and Acceptance: The Project Lead, on behalf of the Technical Authority, will inspect and accept the deliverables within 3 business days of submission from the Contractor. The Deliverable will be deemed accepted after two (2) weeks from the date all Deliverables were submitted to the Technical Authority.

Roles and Responsibilities	Contractor	Technical
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s.20(1)(b)

Solicitation Number:

Amendment Number:

Buyer ID:

			Authority
Development, Test and Production Environment Setup	I		R, A
Project Management	R, A		R
Functional Design	R, A		C
Technical Design	R, A		C
Solution Development	R, A		I
Unit Testing and Bug Fix	R, A		I
Integration Testing Preparation, Execution	C		R, A
Integration Testing Bug Fix	R, A		C
UAT Preparation and Execution	I		R, A
UAT Bug fix	R, A		C
Deployment in QA and Production Environments	C		R, A
Training (POC, Train the Trainer)	I		R, A
Bilingual Translations	C		R, A

R: Responsible Responsible for the performance of the work
 A: Accountable Ultimately responsible for activity; includes Yes/No authority
 C: Consulted Provides guidance and support
 I: Informed Must be informed of actions, progress and decisions.

2. PERIOD OF SERVICES	FROM (DATE): December 23, 2020	TO (DATE): March 19, 2021
3. Work Location:	N/A All work to be conducted remotely.	
4. Invoice sent to:	IRCC.DSBFINANCEADMIN-DGSNFINANCEADMIN.IRCC@cic.gc.ca [send copy of invoice to: carole.holden@tpsgc-pwgsc.gc.ca]	
5. Travel Requirements:	N/A All work to be conducted remotely.	
6. Language Requirements:	English.	
7. Other Conditions / Constraints:	N/A.	
8. Level of Security Clearance Required for the Contractor Personnel:	Reliability Status.	

9.1 Milestone Payment Schedule

Payment Milestone	Week	Firm Price Amount (Taxes Extra)
1 - Week 2 of Asylum Digital Intake MVP		
1 - Week 6 of Asylum Digital Intake MVP		
Week 12 of Asylum Digital Intake MVP		

Solicitation Number:

Amendment Number:

Buyer ID:

- Contractor personnel will not have access to the IRCC production environment and production data, including but not limited to Personal Identifiable Information (PII) data. Any communication with Contractor will require the Technical Authority to ensure that no production or PII data is present.
-
- Contractor personnel will not be part of the production operations and maintenance support for the production environment.
- The project will be executed remotely with all working sessions, meetings, and workshops to be conducted virtually. Further details are provided in Appendix 1 ("**Remote Work Protocols**").
- The Technical Authority will be responsible for the training and change management that is required as part of new and changed business processes.
- The Technical Authority will be responsible for all infrastructure and environments and the associated costs, including the Microsoft Azure environments.
- The Technical Authority will be responsible for timely participation of IRCC technology and business stakeholders in planned working sessions, workshops, interviews, meetings, and demos throughout the project.
- The Technical Authority will be responsible for IRCC technology and business executive stakeholder availability for timely decision-making throughout the project.
- The Contractor and/or IRCC may propose a change to the scope, terms or conditions of this Task Authorization and such change shall only be effective when it is set forth in a writing executed by authorized representatives of all **TA Amendment**. Once approved, such a change will be deemed to supplement or modify, as applicable, the terms and conditions of this TA to which it pertains.

Asylum Digital Intake MVP. The following additional scope specific assumptions and dependencies are included for the Asylum Digital Intake MVP as provided below:

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- The Technical Authority will work together with Contractor to create and provision the pre-production environment according to the agreed upon release plan and timelines. The Technical Authority will provide full access to the DEV environment, suitable access to the TEST environment to enable Contractor resources to perform testing, troubleshooting and deployments.
- The Technical Authority is responsible for deployments to non-development environments and will make available deployment resources with adequate skills and availability that can successfully follow deployment instructions and ensure releases are deployed within the timeframes required. The Contractor's team can assist Technical Authority in building the deployment processes.
- The Technical Authority will ensure licenses for the 3rd party applications (e.g., PowerApps, Power Platform)
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Solicitation Number:

Amendment Number:

Buyer ID:

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Dependencies:

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- The key roles of Project Manager, Product Owner, Functional SME and Technical SME to be identified and assigned by the Technical Authority prior to the start of the project with sufficient capacity to support the Asylum Digital Intake MVP project.
- All available, relevant documentation, including high-level business process diagrams, and user story backlog to be provided by the Technical Authority prior to the start of the project.
- Environment provisioning to be completed prior to the start of the project by IRCC's infrastructure, security, and technology operations teams.
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- Production deployment and rollout to be led by the IRCC infrastructure and technology operations teams, with support and guidance from the Contractor on setting up the deployment processes.
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- Modification on canada.ca website to provide link to target asylum portal will be done by IRCC's IT team
Portal content will be provided by IRCC

Appendix 1

Remote Work Protocols

This Appendix 1 sets out the remote work protocols to be followed by the Parties. In response to employee health and safety concerns related to the COVID-19 outbreak, the Parties have agreed that the Contractor will implement a remote work solution in which, effective July 20, 2020, contractor personnel performing services under this Task Authorization will work remotely using the Contractor provided laptops.

The Parties acknowledge that implementation of a remote work model will necessarily impact the services, and agree that:

- Contractor personnel covered by the remote work solution will be advised of the Remote Work Protocols;
- Contractor will provide training to any Contractor personnel working remotely that covers the Remote Work Protocols;

Contractor will be responsible for security incidents arising from the implementation of the agreed remote work solution to the extent caused by Contractor failure to comply with the Remote Work Protocols. For purposes of the agreed remote work solution, Contractor will not be responsible for complying with any security requirements that differ or conflict with the Remote Work Protocols.

Solicitation Number:

Amendment Number:

Buyer ID:

Workstations:

- Accenture will implement controls for all workstations/laptops on Accenture provided devices that are used in connection with service delivery/receipt incorporating the following: Encrypted hard drive;
- Software agent that manages overall compliance of workstation and reports a minimum on a monthly basis to a central server;
- Patching process to ensure workstations are current on all required patches;
- Ability to prevent non-approved software from being installed (e.g., peer-to-peer software);
- Antivirus with a minimum weekly scan;
- Firewalls installed;
- Data Loss Prevention tool; and
- Web filtering.

Access Control:

The Parties will comply with the following controls for their respective infrastructure:

- Enable two-factor authentication for their respective VPNs;
- IRCC will promptly provide authentication credentials for Accenture personnel, including any additional requirements to support IRCC's two-factor authentication;
- Promptly deactivate authentication credentials where such credentials have not been used for a period of time (such period of non-use not to exceed six months);
- Deactivate authentication credentials upon notification that access is no longer needed (e.g., employee termination, project reassignment, etc.) within two business days; and
- Manage the access controls using the least privilege access protocols where applicable.

Connectivity:

- Where Accenture personnel connect to Accenture networks and infrastructure, Accenture is responsible for applying Accenture standard technical and organizational security controls to such Accenture-provided workstation/laptop and the Accenture environment.
- Where Accenture personnel are using Accenture provided laptops and accessing the IRCC network, environments and systems, IRCC is responsible for applying IRCC's standard technical and organizational security controls in respect of such network, environments and systems to the IRCC's network and environments.
- Accenture cannot confirm that the wireless network used by such Accenture personnel is protected with agreed upon security standards.

IRCC Standards:

To the extent reasonably possible, Contractor personnel working remotely will continue to abide by the applicable IRCC policies and standards in performing the Services. Such policies govern and control within the IRCC's systems and environments.

10. Contractor's Signature	
Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor <div style="border: 1px solid black; padding: 2px; display: inline-block;">Managing Director</div> (type or print)	Signature: _____ Date: April 22, 2021
11. Approval Signing Authority	
Signatures (Client)	

Solicitation Number:

Amendment Number:

Buyer ID:

Name, Title and Signature of Technical Authority to Sign on Behalf of CIC (type or print)	Signature:
	Date:
Name, Title and Signature of CIC Procurement Representative to Sign on Behalf of CIC (type or print)	Signature:
	Date:
Signatures (PWGSC)	
Name, Title and Signature of Contracting Authority to Sign on Behalf of Public Works and Government Services Canada (type or print)	Signature:
	Date:
You are requested to sell to her Majesty the Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out there of.	

Solicitation Number:

Amendment Number:

Buyer ID:

TASK AUTHORIZATION FORM

TASK AUTHORIZATION (TA) FORM			
Contractor:	ACCENTURE INC.	Contract Number:	B9220-210014/002/ZM
Commitment Number (PR#):	PR 152694	Financial Coding:	0500-5560-6762-54080-9274-1001141 0500-5563-6995-54080-9274-1001141
Task Number:	7114034 TA# 003	Amendment Number:	001
Issue Date:		Response required by:	

1. STATEMENT OF WORK (BACKGROUND, TASKS, AND DELIVERABLES)

Amendment #001 is raised to:

- Amend the Description of the Project/Work required (highlighted in yellow)
- Remove a Milestone/Deliverable and decrease the Payment and Schedule

Amendment #001 decreases the value of the TA by _____ for services, plus _____ or applicable taxes, for a total decrease of _____

Description of the Project / Work Required – Asylum Digital Intake Minimum Viable Product (MVP):

BACKGROUND:

As the Government of Canada returns to business in a new COVID reality and the volume of applications increases, the IRCC needs to act quickly to automate application intake and submission processes for those wishing to claim asylum in Canada. Currently, applicants complete a paper form and submit it at a port of entry, at a Canada Border Services Agency (CBSA) inland office or an Immigration, Refugees and Citizenship Canada (IRCC) inland office. Applications are then processed and data manually entered in the Global Case Management System (GCMS). CBSA or IRCC officials then determine if the individual is eligible to make an asylum claim.

IRCC wishes to explore the option of completing and submitting asylum applications online by the applicant under this MVP along with the capability to upload supporting documents.

TASKS

For IRCC's asylum digital intake Power Platform MVP, the Contractor will:

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Solicitation Number:

Amendment Number:

Buyer ID:

- For an IRCC user, the following items form the basis for requirements definition:
 - Capability to search application by the user using Application ID using out of the box search capability
 - User interface to view an Application and associated data
 - Provide option to capture decisions on asylum applications (is it complete or does it require more information from the applicant)
 - Setup user dashboards using native platform capability (2 dashboards)
 - Setup queues to list CBSA destined & IRCC destined applications. This will be done based on the attribute selected by the applicant on the application form
 - Template based output to assist manual data entry in GCMS (2 templates)
 - Upload master & configuration data (no historical data migration)
 - |
- For an applicant filling in an application on a public-facing portal, the following items form the basis for requirements definition:

A high-level timeline is provided in Figure 2 below.

Amendment Number:

Buyer ID:



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Deliverable Inspection and Acceptance: The Project Lead, on behalf of the Technical Authority, will inspect and accept the deliverables within 3 business days of submission from the Contractor. The Deliverable will be deemed accepted after two (2) weeks from the date all Deliverables were submitted to the Technical Authority.

Page 3 of 9

Solicitation Number:

Amendment Number:

Buyer ID:

		Authority
Development, Test and Production Environment Setup	I	R, A
Project Management	R, A	R
Functional Design	R, A	C
Technical Design	R, A	C
Solution Development	R, A	I
Unit Testing and Bug Fix	R, A	I
Integration Testing Preparation, Execution	C	R, A
Integration Testing Bug Fix	R, A	C
UAT Preparation and Execution	I	R, A
UAT Bug fix	R, A	C
Deployment in QA and Production Environments	C	R, A
Training (POC, Train the Trainer)	I	R, A
Bilingual Translations	C	R, A

R: Responsible – Responsible for the performance of the work
 A: Accountable – Ultimately responsible for activity; includes Yes/No authority
 C: Consulted – Provides guidance and support
 I: Informed – Must be informed of actions, progress and decisions.

2. PERIOD OF SERVICES	FROM (DATE): December 23, 2020 TO (DATE): March 19, 2021	
3. Work Location:	N/A – All work to be conducted remotely.	
4. Invoice sent to:	IRCC.DSBFINANCEADMIN-DGSNFINANCEADMIN.IRCC@cic.gc.ca [send copy of invoice to: carole.holden@tpsgc-pwgsc.gc.ca]	
5. Travel Requirements:	N/A – All work to be conducted remotely.	
6. Language Requirements:	English.	
7. Other Conditions / Constraints:	N/A.	
8. Level of Security Clearance Required for the Contractor Personnel:	Reliability Status.	
9. Contractor's Response:		
9.1 Milestone Payment Schedule		
Payment Milestone	Week	Firm Price Amount (Taxes Extra)

Solicitation Number:

Amendment Number:

s.19(1)

Buyer ID:

9.2 Total Cost**Cost Breakdown:**

Category	Name of Proposed Resource	PWGSC Security File Number	Firm Per Diem Rate	Estimated # of Days	Total Cost
A.1 Application/ Software Architect – Level 3					
B.3 Business Consultant – Level 2					
A.11 Tester – Level 1					
A.6 Programmer/ Software Developer – Level 1					
A.6 Programmer/ Software Developer – Level 2					
P.8 Project Leader – Level 3					
A.6 Programmer/ Software Developer – Level 1					
A.1 Application/ Software Architect- Level 3					
P.5 Project Executive - Level 3					
P.5 Project Executive - Level 3					
A.1 Application/ Software Architect – Level 3					
B.3 Business Consultant – Level 2					
A.11 Tester – Level 1					
A.6 Programmer/ Software Developer – Level 1					
A.6 Programmer/ Software Developer – Level 2					
P.8 Project Leader – Level 3					
A.6 Programmer/ Software Developer – Level 1					
A.1 Application/ Software Architect- Level 3					
P.5 Project Executive - Level 3					
P.5 Project Executive - Level 3					
		Sub-Total of TA (Taxes Extra) (A):			\$390,000.00
		Applicable Taxes (B):			\$58,402,.50
		Total Cost of TA (Taxes Included) (C= A + B):			\$448,402.50

9.3 Key Contract Assumptions and Dependencies:**Assumptions**

- The Applicable Basis of Payment is a Firm TA Price for the tasks and deliverables identified in Section 1
- The Applicable Method of Payment is milestone payments for the milestones outlined in Section 9.1
- The Technical Authority will be responsible for the development of interfaces from and to existing IRCC systems.

Solicitation Number:

Amendment Number:

Buyer ID:

- Contractor personnel will not have access to the IRCC production environment and production data, including but not limited to Personal Identifiable Information (PII) data. Any communication with Contractor will require the Technical Authority to ensure that no production or PII data is present.
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- Contractor personnel will not be part of the production operations and maintenance support for the production environment.
- The project will be executed remotely with all working sessions, meetings, and workshops to be conducted virtually. Further details are provided in Appendix 1 (“**Remote Work Protocols**”).
- The Technical Authority will be responsible for the training and change management that is required as part of new and changed business processes.
- The Technical Authority will be responsible for all infrastructure and environments and the associated costs, including the Microsoft Azure environments.
- The Technical Authority will be responsible for timely participation of IRCC technology and business stakeholders in planned working sessions, workshops, interviews, meetings, and demos throughout the project.
- The Technical Authority will be responsible for IRCC technology and business executive stakeholder availability for timely decision-making throughout the project.
- The Contractor and/or IRCC may propose a change to the scope, terms or conditions of this Task Authorization and such change shall only be effective when it is set forth in a writing executed by authorized representatives of all Parties (“**TA Amendment**”). Once approved, such a change will be deemed to supplement or modify, as applicable, the terms and conditions of this TA to which it pertains.

Asylum Digital Intake MVP. The following additional scope specific assumptions and dependencies are included for the Asylum Digital Intake MVP as provided below:

- The Technical Authority will be responsible for the creation and provision of the pre-production environment according to the agreed upon release plan and timelines. The Technical Authority will provide full access to the DEV environment, suitable access to the TEST environment to enable Contractor resources to perform testing, troubleshooting and deployments.
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- The Technical Authority will work together with Contractor to create and provision the pre-production environment according to the agreed upon release plan and timelines. The Technical Authority will provide full access to the DEV environment, suitable access to the TEST environment to enable Contractor resources to perform testing, troubleshooting and deployments.
- The Technical Authority is responsible for deployments to non-development environments and will make available deployment resources with adequate skills and availability that can successfully follow deployment instructions and ensure releases are deployed within the timeframes required. The Contractor’s team can assist Technical Authority in building the deployment processes.
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Solicitation Number:

Amendment Number:

Buyer ID:

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Dependencies:

- The key roles of Project Manager, Product Owner, Functional SME and Technical SME to be identified and assigned by the Technical Authority prior to the start of the project with sufficient capacity to support the Asylum Digital Intake MVP project.
- All available, relevant documentation, including high-level business process diagrams, and user story backlog to be provided by the Technical Authority prior to the start of the project.
- Environment provisioning to be completed prior to the start of the project by IRCC's infrastructure, security, and technology operations teams.
-
- Production deployment and rollout to be led by the IRCC infrastructure and technology operations teams, with support and guidance from the Contractor on setting up the deployment processes.
- Modification on canada.ca website to provide link to target asylum portal will be done by IRCC's IT team
- Portal content will be provided by IRCC

Appendix 1

Remote Work Protocols

This Appendix 1 sets out the remote work protocols to be followed by the Parties. In response to employee health and safety concerns related to the COVID-19 outbreak, the Parties have agreed that the Contractor will implement a remote work solution in which, effective July 20, 2020, contractor personnel performing services under this Task Authorization will work remotely using the Contractor provided laptops.

The Parties acknowledge that implementation of a remote work model will necessarily impact the services, and agree that:

- Contractor personnel covered by the remote work solution will be advised of the Remote Work Protocols;
- Contractor will provide training to any Contractor personnel working remotely that covers the Remote Work Protocols;

Contractor will be responsible for security incidents arising from the implementation of the agreed remote work solution to the extent caused by Contractor failure to comply with the Remote Work Protocols. For purposes of the agreed remote work solution, Contractor will not be responsible for complying with any security requirements that differ or conflict with the Remote Work Protocols.

Solicitation Number:

Amendment Number:

Buyer ID:

Workstations:

- Accenture will implement controls for all workstations/laptops on Accenture provided devices that are used in connection with service delivery/receipt incorporating the following: Encrypted hard drive;
- Software agent that manages overall compliance of workstation and reports a minimum on a monthly basis to a central server;
- Patching process to ensure workstations are current on all required patches;
- Ability to prevent non-approved software from being installed (e.g., peer-to-peer software);
- Antivirus with a minimum weekly scan;
- Firewalls installed;
- Data Loss Prevention tool; and
- Web filtering.

Access Control:

The Parties will comply with the following controls for their respective infrastructure:

- Enable two-factor authentication for their respective VPNs;
- IRCC will promptly provide authentication credentials for Accenture personnel, including any additional requirements to support IRCC's two-factor authentication;
- Promptly deactivate authentication credentials where such credentials have not been used for a period of time (such period of non-use not to exceed six months);
- Deactivate authentication credentials upon notification that access is no longer needed (e.g., employee termination, project reassignment, etc.) within two business days; and
- Manage the access controls using the least privilege access protocols where applicable.

Connectivity:

- Where Accenture personnel connect to Accenture networks and infrastructure, Accenture is responsible for applying Accenture standard technical and organizational security controls to such Accenture-provided workstation/laptop and the Accenture environment.
- Where Accenture personnel are using Accenture provided laptops and accessing the IRCC network, environments and systems, IRCC is responsible for applying IRCC's standard technical and organizational security controls in respect of such network, environments and systems to the IRCC's network and environments.
- Accenture cannot confirm that the wireless network used by such Accenture personnel is protected with agreed upon security standards.

IRCC Standards:

To the extent reasonably possible, Contractor personnel working remotely will continue to abide by the applicable IRCC policies and standards in performing the Services. Such policies govern and control within the IRCC's systems and environments.

10. Contractor's Signature	
Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor <div style="text-align: center;">Managing Director</div> (type or print)	Signature: _____ Date: <u>April 22, 2021</u>
11. Approval – Signing Authority	
Signatures (Client)	

Solicitation Number:

Amendment Number:

Buyer ID:

Name, Title and Signature of Technical Authority to Sign on Behalf of CIC (type or print)	Signature: <u>Subhani, Omar</u> <small>Digitally signed by Subhani, Omar Date: 2021.04.22 09:37:54 -04'00'</small> Date: _____
Name, Title and Signature of CIC Procurement Representative to Sign on Behalf of CIC (type or print)	Signature: <u>Strangemore, Jessica</u> <small>Digitally signed by Strangemore, Jessica Date: 2021.04.22 14:06:03 -04'00'</small> Date: _____
Signatures (PWGSC)	
Name, Title and Signature of Contracting Authority to Sign on Behalf of Public Works and Government Services Canada (type or print)	Signature: <u>Carole Holden</u> <small>Digitally signed by: Holden, Carole Date: 2021.04.22 14:33:15 -04'00'</small> Date: _____
You are requested to sell to her Majesty the Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out there of.	

Solicitation Number:

Amendment Number:

Buyer ID:

TASK AUTHORIZATION FORM

TASK AUTHORIZATION (TA) FORM			
Contractor:	ACCENTURE INC.	Contract Number:	B9220-210014/002/ZM
Commitment Number (PR#):	PR 153322	Financial Coding:	0500-0640-6762-54080-9220-1001081
Task Number:	7114940 TA# 007	Amendment Number:	004
Issue Date:		Response required by:	

1. STATEMENT OF WORK (BACKGROUND, TASKS, AND DELIVERABLES)

Amendment #004 is raised to extend the end date from September 30, 2021 to November 30, 2021, and to extend the completion date of the Hypercare deliverable to November 30, 2021. An assumption has been added on the notice period for the start of the Hypercare period.

Amendment #003 is raised to extend the end date.

Amendment #002 is raised to correct a milestone deliverable and clarify scope.

Amendment #001 is raised to separate the Payment Milestone 'IM/IT Requirements & Hypercare' into two separate milestones deliverables (as commencement of Hypercare activities is contingent on the MVP Roll-out being completed) and extend the TA end date from June 22, 2021, to August 27, 2021, to accommodate completion of the delayed MVP Roll-out.

Description of the Project / Work Required – Continuation of Asylum Digital Intake Minimum Viable Product (MVP):**BACKGROUND:**

As the Government of Canada returns to business in a new COVID reality and the volume of applications increases, the IRCC needs to act quickly to automate application intake and submission processes for those wishing to claim asylum in Canada. Currently, applicants complete a paper form and submit it at a port of entry, at a Canada Border Services Agency (CBSA) inland office or an Immigration, Refugees and Citizenship Canada (IRCC) inland office. Applications are then processed and data manually entered in the Global Case Management System (GCMS). CBSA or IRCC officials then determine if the individual is eligible to make an asylum claim.

IRCC wishes to continue exploring the option of completing and submitting asylum applications online by the applicant under this MVP along with the capability to upload supporting documents.

The continuation of work from Task Authorization 003 for the Asylum MVP reflects environment readiness timelines and associated duration required to allow sufficient user acceptance testing, to implement environment-specific configurations for in-Canada verification and to support IRCC administrators as they establish the environments.

Scope will focus on the following items:

- A new functional requirement associated with conversion of files to a PDF/A format on upload.
- Audit log. Provide guidance on using out of the box audit reporting to support IM/IT and business requirements. Identify potential tools that IRCC can evaluate for further custom reporting. Core requirements are the ability to extract the Audit Logs in readable and printable format; capabilities around purging audit logs to support different parameters (FROM a date TO a date; name of individual, etc.)

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- Web Accessibility Guidelines. Based on the WCAG assessment provided by IRCC,
Focus for the MVP is WCAG for the public-facing Portal.

TASKS

For continuation of the IRCC's asylum digital intake Power Platform MVP, the Contractor will:

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The following activities are Out of Scope for the continuation of the Asylum Digital Intake MVP and not included in the tasks to be completed by the Contractor.

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DELIVERABLES

For the continuation of the Asylum Digital Intake MVP, the Contractor will provide the following deliverables:

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Deliverable Inspection and Acceptance: The Project Lead, on behalf of the Technical Authority, will inspect and accept the deliverables within 3 business days of submission from the Contractor. The Deliverable will be deemed accepted after two (2) weeks from the date all Deliverables were submitted to the Technical Authority.

Roles and Responsibilities	Contractor	Technical Authority
Development, Test and Production Environment Setup	I	R, A
Project Management	R, A	R
Functional Design	R, A	C
Technical Design	R, A	C
Solution Development	R, A	I
Unit Testing and Bug Fix	R, A	I
Integration Testing Preparation, Execution	C	R, A
Integration Testing Bug Fix	R, A	C
UAT Preparation and Execution	I	R, A
UAT Bug fix	R, A	C
Deployment in QA and Production Environments	C	R, A
Training (POC, Train the Trainer)	I	R, A
Bilingual Translations	C	R, A

R: Responsible – Responsible for the performance of the work
 A: Accountable – Ultimately responsible for activity; includes Yes/No authority
 C: Consulted – Provides guidance and support
 I: Informed – Must be informed of actions, progress and decisions.

2. PERIOD OF SERVICES	FROM (DATE): April 21, 2021	TO (DATE): November 30, 2021
3. Work Location:	N/A – All work to be conducted remotely.	
4. Invoice sent to:	IRCC.FINInvoices-FacturesFIN.IRCC@cic.gc.ca [send copy of invoice to: Judith.chouinard@tpsgc-pwgsc.gc.ca]	
5. Travel Requirements:	N/A – All work to be conducted remotely.	

s.19(1)

s.20(1)(b)

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6. Language Requirements:	English.																																																																																																												
7. Other Conditions / Constraints:	N/A.																																																																																																												
8. Level of Security Clearance Required for the Contractor Personnel:	Reliability Status.																																																																																																												
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9.3 Key Contract Assumptions and Dependencies:

Assumptions

- The Applicable Basis of Payment is a Firm TA Price for the tasks and deliverables identified in Section 1
- The Applicable Method of Payment is milestone payments for the milestones outlined in Section 9.1
- The Technical Authority will be responsible for the development of interfaces from and to existing IRCC systems.
- Contractor personnel will not have access to the IRCC production environment and production data, including but not limited to Personal Identifiable Information (PII) data. Any communication with Contractor will require the Technical Authority to ensure that no production or PII data is present.
- Contractor personnel will not be part of the production operations and maintenance support for the production environment.
- The project will be executed remotely with all working sessions, meetings, and workshops to be conducted virtually. Further details are provided in Appendix 1 ("**Remote Work Protocols**").
- The Technical Authority will be responsible for the training and change management that is required as part of new and changed business processes.
- The Technical Authority will be responsible for all infrastructure and environments and the associated costs, including the Microsoft Azure environments.
- The Technical Authority will be responsible for timely participation of IRCC technology and business stakeholders in planned working sessions, workshops, interviews, meetings, and demos throughout the project.
- The Technical Authority will be responsible for IRCC technology and business executive stakeholder availability for timely decision-making throughout the project.
- The Contractor and/or IRCC may propose a change to the scope, terms or conditions of this Task Authorization and such change shall only be effective when it is set forth in a writing executed by authorized representatives of all Parties ("**TA Amendment**"). Once approved, such a change will be deemed to supplement or modify, as applicable, the terms and conditions of this TA to which it pertains.
- **Should the project be put on hold post completion of UAT, the client shall provide a minimum of 15 working days' notice prior to the commencement of the Hypercare Period.**

Asylum Digital Intake MVP. The following additional scope specific assumptions and dependencies are included for the continuation of the Asylum Digital Intake MVP as provided below:

- The Technical Authority will be responsible for the development of interfaces from and to existing IRCC systems.
- Contractor personnel will not have access to the IRCC production environment and production data, including but not limited to Personal Identifiable Information (PII) data. Any communication with Contractor will require the Technical Authority to ensure that no production or PII data is present.
- Contractor personnel will not be part of the production operations and maintenance support for the production environment.
- The project will be executed remotely with all working sessions, meetings, and workshops to be conducted virtually. Further details are provided in Appendix 1 ("**Remote Work Protocols**").
- The Technical Authority will be responsible for the training and change management that is required as part of new and changed business processes.
- The Technical Authority will be responsible for all infrastructure and environments and the associated costs, including the Microsoft Azure environments.
- The Technical Authority will be responsible for timely participation of IRCC technology and business stakeholders in planned working sessions, workshops, interviews, meetings, and demos throughout the project.
- The Technical Authority will be responsible for IRCC technology and business executive stakeholder availability for timely decision-making throughout the project.
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- **Should the project be put on hold post completion of UAT, the client shall provide a minimum of 15 working days' notice prior to the commencement of the Hypercare Period.**
- The Technical Authority will work together with Contractor to create and provision the pre-production environment according to the agreed upon release plan and timelines. The Technical Authority will provide full access to the DEV environment, suitable access to the TEST environment to enable Contractor resources to perform testing, troubleshooting and deployments.
- The Technical Authority is responsible for deployments to non-development environments and will make available deployment resources with adequate skills and availability that can successfully follow deployment

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instructions and ensure releases are deployed within the timeframes required. The Contractor's team can assist Technical Authority in building the deployment processes.

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Dependencies:

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- The key roles of Project Manager, Product Owner, Functional SME and Technical SME to be identified and assigned by the Technical Authority prior to the start of the project with sufficient capacity to support the Asylum Digital Intake MVP project.
- All available, relevant documentation, including high-level business process diagrams, and user story backlog to be provided by the Technical Authority prior to the start of the project.
- Environment provisioning to be completed prior to the start of the project by IRCC's infrastructure, security, and technology operations teams.
-
- Production deployment and rollout to be led by the IRCC infrastructure and technology operations teams, with support and guidance from the Contractor on setting up the deployment processes. 1
- Modification on canada.ca website to provide link to target asylum portal will be done by IRCC's IT team
- Portal content will be provided by IRCC

Appendix 1 Remote Work Protocols

This Appendix 1 sets out the remote work protocols to be followed by the Parties. In response to employee health and safety concerns related to the COVID-19 outbreak, the Parties have agreed that the Contractor will implement a remote work solution in which, effective July 20, 2020, contractor personnel performing services under this Task Authorization will work remotely using the Contractor provided laptops.

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The Parties acknowledge that implementation of a remote work model will necessarily impact the services, and agree that:

- Contractor personnel covered by the remote work solution will be advised of the Remote Work Protocols;
- Contractor will provide training to any Contractor personnel working remotely that covers the Remote Work Protocols;

Contractor will be responsible for security incidents arising from the implementation of the agreed remote work solution to the extent caused by Contractor failure to comply with the Remote Work Protocols. For purposes of the agreed remote work solution, Contractor will not be responsible for complying with any security requirements that differ or conflict with the Remote Work Protocols.

Workstations:

- Accenture will implement controls for all workstations/laptops on Accenture provided devices that are used in connection with service delivery/receipt incorporating the following: Encrypted hard drive;
- Software agent that manages overall compliance of workstation and reports a minimum on a monthly basis to a central server;
- Patching process to ensure workstations are current on all required patches;
- Ability to prevent non-approved software from being installed (e.g., peer-to-peer software);
- Antivirus with a minimum weekly scan;
- Firewalls installed;
- Data Loss Prevention tool; and
- Web filtering.

Access Control:

The Parties will comply with the following controls for their respective infrastructure:

- Enable two-factor authentication for their respective VPNs;
- IRCC will promptly provide authentication credentials for Accenture personnel, including any additional requirements to support IRCC's two-factor authentication;
- Promptly deactivate authentication credentials where such credentials have not been used for a period of time (such period of non-use not to exceed six months);
- Deactivate authentication credentials upon notification that access is no longer needed (e.g., employee termination, project reassignment, etc.) within two business days; and
- Manage the access controls using the least privilege access protocols where applicable.

Connectivity:

- Where Accenture personnel connect to Accenture networks and infrastructure, Accenture is responsible for applying Accenture standard technical and organizational security controls to such Accenture-provided workstation/laptop and the Accenture environment.
- Where Accenture personnel are using Accenture provided laptops and accessing the IRCC network, environments and systems, IRCC is responsible for applying IRCC's standard technical and organizational security controls in respect of such network, environments and systems to the IRCC's network and environments.
- Accenture cannot confirm that the wireless network used by such Accenture personnel is protected with agreed upon security standards.

IRCC Standards:

To the extent reasonably possible, Contractor personnel working remotely will continue to abide by the applicable IRCC policies and standards in performing the Services. Such policies govern and control within the IRCC's systems and environments.

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Buyer ID:

10. Contractor's Signature	
Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">Managing Director</div> (type or print)	Signature: _____ Date: <u>September 27, 2021</u>
11. Approval – Signing Authority	
Signatures (Client)	
Name, Title and Signature of Technical Authority to Sign on Behalf of CIC (type or print)	Signature: Violette Fehr, Nancy Digitally signed by Violette Fehr, Nancy Date: 2021.09.28 08:58:20 -04'00'
Name, Title and Signature of CIC Procurement Representative to Sign on Behalf of CIC (type or print)	Signature: Strangemore, Jessica Digitally signed by Strangemore, Jessica Date: 2021.09.28 11:30:52 -04'00'
Signatures (PWGSC)	
Name, Title and Signature of Contracting Authority to Sign on Behalf of Public Works and Government Services Canada (type or print)	Signature: _____ Date: _____ Signé numériquement par : Chouinard, Judith Date : 2021.09.28 15:16:39 -04'00'
You are requested to sell to her Majesty the Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out there of.	